2010/11 Report on Multiculturalism

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Letter to the Lieutenant-Governor of the Province of British Columbia

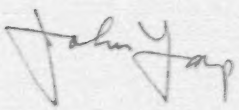
To His Honour

The Lieutenant-Governor of the Province of British Columbia

May it please Your Honour:

Pursuant to section 7(3) of the Multiculturalism Act, I respectfully submit the 17th annual report on the operation of the Act. This report covers the activities for the 2010/11 fiscal year.

Respectfully submitted,



Honourable John Yap

Minister of State for Multiculturalism

Ministry of Jobs, Tourism and Innovation

Letter to the Minister

Honourable John Yap

Ministry of Jobs, Tourism and Innovation

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2010/11. This report documents the activities of the Government of British Columbia, and Crowns in support of the Multiculturalism Act for 2010/11.

Sincerely,

Dana Hayden

Deputy Minister

Ministry of Jobs, Tourism and Innovation

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Minister's Message

I am pleased to present the annual Report on Multiculturalism: Government of British Columbia (2010-2011). For 17 years, each government ministry and corporation has submitted a report to the Minister Responsible for Multiculturalism that highlights initiatives that foster and sustain an internal culture of inclusion in the B.C. government and ensures that public services are accessible to all British Columbians. Within this report are examples of commitments to both the goals of the Multiculturalism Act — to recognize that diversity enriches the lives of all of us — and the goal of putting families and communities first.

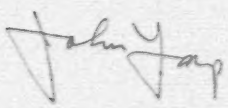
British Columbia's most important resource is its people. One quarter of British Columbians who live here chose to move here, and with them have come the traditions, ideas and attributes that contribute to British Columbia's prosperity. Our cultural diversity ensures a competitive advantage in the global marketplace – both economically and socially. We are a province rich in history, resources and landscapes.

The Report on Multiculturalism outlines government's commitment to diversifying the BC Public Service and being inclusive of all British Columbians. This year, the report's preface focuses on the personal experiences of Aboriginal employees working for the BC Public Service and how the New Relationship links with multiculturalism. Also found in the report are examples of the exemplary work being done across government. Highlights include:

- Ensuring public information is translated into a variety of languages and accessible across cultures;
- Providing cultural sensitivity training for employees;
- The signing of the Canada BC Foreign Credential Recognition Agreement that addresses barriers faced by internationally trained workers;
- Expansion of the Organizing Against Hate and Racism project that supports rural communities to respond to racism and hate.
- Putting families first with The Refugee Trauma Project that supports refugee children and families who have experienced trauma.

Our ethnically diverse population continues to play an important role in the development of our province and that is reflected in the public sector and in government's response to British Columbia's shifting demographics.

I would like to thank the Multicultural Advisory Council for their recommendations to improve the Report on Multiculturalism process and product and I look forward to the council's insights in the year ahead.



John Yap

Minister of State for Multiculturalism

Building a Culture of Inclusion: Impacts of the New Relationship

In 2010, the world witnessed an important milestone in history, when Aboriginal and non-Aboriginal partners came together to host the 2010 Olympic and Paralympics Winter Games in Vancouver. It was a time to greet the world and strengthen national and international relationships. By welcoming the world collectively, the Four Host First Nations – the Lil'wat, Musqueam, Squamish and Tsleil-Waututh, upon whose traditional territories the Olympic Games were held - and the Province of B.C. demonstrated the New Relationship that exists between them.

This New Relationship is a new approach of working together, conceived in 2005 by the Province of B.C. and First Nations Leadership Council. This New Relationship started taking effect the same year, when the Transformative Change Accord was signed by Canada, the Province of B.C. and the First Nations Leadership Council, as a commitment to improve government-to-government relationships and to close social and economic gaps between First Nations and other British Columbians in the areas of economic opportunities, education, health and housing and infrastructure. In 2006, the Métis Nation Relationship Accord was signed by the Province of B.C. and the Métis Nation British Columbia, committing to strengthening relationships and improving social and economic outcomes for Métis in British Columbia. The New Relationship is based on **recognition, respect** and **reconciliation**.

In 2011 the focus shifted from showcasing British Columbia on a 'world stage' to the local context. Likewise, the preface to this year's Report on Multiculturalism (ROM) is intended to be introspective and reflect on the efforts of the BC Public Service to foster and sustain an internal culture of inclusion for all of its employees.

Upon reflecting on the impact of the New Relationship and its linkages with multiculturalism, the Multicultural Unit, Ministry of Jobs, Tourism and Innovation interviewed a wide range of Aboriginal employees working for the BC Public Service. Participants included employees from different ministries and crown corporations working in urban and rural settings in a variety of jobs at different levels of government. The range of experiences varied but most Aboriginal employees reported positive and welcoming experiences, some challenges and thoughtful recommendations on how to continue to improve relationships.

The intention of this Preface is to recognize and respect the individual experiences and wisdom of Aboriginal public service employees and we thank the individuals who shared their personal stories. They bring a valued perspective to their work within the Public Service and help to ensure Aboriginal world views, cultures, diversity and contemporary issues are known and considered in government's delivery of service. Their generosity permits us to share and learn from their experiences.

Clear themes emerged from these discussions as outlined below. The practice of distinguishing between Aboriginal and non-Aboriginal Public Service employees is done in this preface to achieve succinctness and is not intended to detract from the underlying truth that we are all Canadian, British Columbian and contributors to a shared future. The risk in accepting our differences is forgetting to examine people's similarities and the places where identity overlaps. The advice that emerged from the interviews related to: embracing individual identity; exercising civility; and actions to foster a culture of inclusion in the workplace, all of which will arguably benefit the entire Government of British Columbia.

The following themes emerged from the interviews.

Importance of the New Relationship

The positive impact and importance of the New Relationship was recognized by many employees. "It was actually the New Relationship that inspired me to come and work for the province – I wanted to be part of the New Relationship". Another interviewee reflected positively on her experience in her own division: "I think we are really operationalizing the New Relationship and the principles of the New Relationship – trust, respect, reciprocity, understanding. We are trying to embody the principle of reconciliation". Just as the New Relationship commits to strengthening government-to-government relations, the spirit of this agreement has created an opportunity to inspire and inform how BC Public Service employees work together. In the spirit of the New Relationship, Public Service employees are finding ways to reciprocate this cultural learning to foster understanding and embrace inclusive workplace practices.

Identity in the Workplace

Working for the Province can present a special challenge to an Aboriginal employee's identity or self-image. Because of the historical friction between Provincial and Federal Governments and Aboriginal people in Canada, the decision to work for the Provincial Government can raise feelings of disloyalty or complicity in past wrongs committed against their ethnic groups. "I have to be truthful – when I first came into government I was very nervous. Historically First Nations people don't trust government and I really did think that in some cases I would be ostracized by my own people as a turncoat – working for the other side". Aboriginal employees may feel challenged in their role as a government employee as shared in the following quote: "You carry more than your individual concerns – you have the community to answer to. I often say I work for government but I am answerable to the Aboriginal community because no matter what I am doing - that is my community and that is where I have to walk".

Some people indicated that they only accepted a position within government after receiving the blessing of their family, elders and/or home community. The decision to work within government was made in recognition of the fact that change often comes from inside as well as from outside an organization. By choosing to work within the Public Service, Aboriginal employees saw an opportunity to raise awareness of the diversity of Aboriginal cultures, governance and community life, and to help ensure they are considered in the government's delivery of programs and services.

Diversity in Aboriginal Cultures

It is important to recognize the diversity in Aboriginal people and cultures in British Columbia and Canada. The term Aboriginal includes First Nations, Métis and Inuit peoples. More than 196,000 people living in British Columbia identify themselves as Aboriginal people. British Columbia is home to more than 200 First Nations, representing about 130,000 people, with 32 distinct First Nation languages and around 59 dialects. Approximately one third of B.C.'s Aboriginal population identifies as Métis, and 60 per cent of B.C.'s Aboriginal population lives in urban areas. Aboriginal Public Service employees are diverse and benefit from learning about other Aboriginal people just as non-Aboriginal co-workers do. Given this, employees pointed out that being from any particular nation does not mean that a person can be expected to know the details and traditions of every other person who shares some aspect of that identity. "Aboriginal culture is so diverse...Some people have been raised in a traditional way, other people have First Nation studies degrees and are more politically oriented, others might be youth activists from an urban Aboriginal perspective and someone might have grown up on the coast in a fishing culture.

Mutual Sharing

Interviewees acknowledge that at times non-Aboriginal co-workers may feel uncertain, uncomfortable or fearful about what are appropriate 'intercultural' behaviours in the work place. "They don't know how to do it, so it is a big scary unknown area". When asked what is appropriate, interviewees pointed out that intentionally welcoming people is a strong tradition in Aboriginal cultures. They suggested that coworkers not be afraid to share a bit of their personal history. Everyone has a cultural identity, and feeling safe to express and share these parts of ourselves strengthens intercultural relationships. Individual efforts towards recognition and respect go a long way to creating a culture of inclusion in the workplace.

Internal Supports

Participants reported that having a colleague, ally or friend who understands, appreciates and affirms your experiences, strengths and personal contributions is critical to succeeding. The Aboriginal Employee Association (AEA) - an important 'grass-roots' effort by Aboriginal BC Public Service employees to create a support system to which all Public Service staff can turn for information, guidance, mentoring, and friendship – was consistently mentioned as a valuable resource. "The Aboriginal Employees Association was huge for me – it was a way to link into information throughout government and to have somebody to email and say what do they mean by this". Since the AEA was formed in 1993 it has functioned as a voice and a support network for Aboriginal employees, which has helped with the retention, promotion and recruitment of Aboriginal people in the B.C. Government.

Workplace Inclusion and Cultural Competency

Interviewees witnessed change towards a more inclusive workplace over the course of their careers. They observe that the personal interaction, information exchange and relationship building that occurs within a culturally diverse workplace contributes to breaking down negative stereotypes and misunderstandings.

Interviewees noted that a welcoming and inclusive workplace includes actions aimed at fostering and sustaining cultural competence. Cultural competence is the knowledge, interpersonal skills, and behaviours that enable a person or program to work effectively cross-culturally. Actions include understanding, appreciating, and respecting differences and similarities in beliefs, values and practices within and between cultures. Cultural competence can be acquired at both the individual level and organizationally, as explored more fully below.

At the organizational level, participants suggested that cultural competence can be built by ensuring Aboriginal Relations awareness and other types of related training are available on an ongoing basis to all staff. Appreciation for the training available to date was expressed; however, there is concern that it has been approached as an isolated, intra-ministry, one-time initiative that fails to: capture new hires; have an interdisciplinary reach; and, sustain awareness. As one interviewee commented, "...to be inclusive needs to go beyond the superficial and rhetorical. It is not enough to bring out a drum once a year and say we are respecting Aboriginal cultures – it has to be followed up with substantive meaningful policy changes, ways of operating and ways that respect individual diversity". Another interviewee noted, "Everyone should take some kind of inclusion and diversity workshop that is not random - off to the side - but is seen as something vital and central to who we are as British Columbians and how we reflect the

population of BC. Those workshops can be done in a way that isn't directive, preachy or pointing out mistakes or incorrect behaviour but really opening up dialogue to celebrate our diversity."

Work units within the BC Public Service are fluid and each has its own 'culture' influenced by a variety of factors at any given time or place. Some interviewees reported tremendously welcoming workplaces where all employees felt safe to share the many facets of their identities, while others have faced racism in the workplace. Cultural competency training is one step to achieve a safe and inclusive work environment, but there is more to be done.

Future Actions

Through the course of the interviews, a number of actions were identified by the Aboriginal employees to further contribute to creating inclusive workplaces.

- Creating welcoming spaces which could include signage and Public Service information in Aboriginal languages and culturally significant items that enhance cultural sensitivity and knowledge;
- Providing meaningful training opportunities, for example for managers and new hires entering the Public Service, for expanding understanding of Aboriginal protocols and cross-cultural sensitivity;
- Identifying 'Champions' to model success in inclusive leadership;
- Reviewing recruitment and hiring processes in order to increase the number of Aboriginal employees in the Public Service;
- Creating safe spaces where people can comfortably access support, for example the Aboriginal Employees Association and List Serve;
- Continuing to make resources and public education accessible through such mechanisms as the Aboriginal Relations Resource Centre on the @ Work web site;
- Encouraging participation in National Aboriginal Day events for all employees (consider re-signing and recommitting to the inter-ministry memo which instructed that Aboriginal Day participation by BC Public Service Employees is recognized, encouraged and permitted during work hours).

These actions are in no way intended to reflect an exhaustive list of interventions for further creating inclusive workplaces; however, they provide ideas for continued success and future consideration.

The New Relationship and Multiculturalism in BC

How does the New Relationship connect with our multiculturalism policy in the province of B.C.? The insights and experiences shared by the Aboriginal employee interviewees provide insight into the importance of regarding each and every one with respect and the complexity of the process of reconciliation. They also shed light on how cultural identity is a common thread among all people. Creating opportunities to share and explore diversity has the great potential to enrich our personal lives and workplaces.

With the New Relationship comes an opportunity to integrate **recognition, respect** and **reconciliation** in ways of relating and working together that extend beyond the workplace. In addition to the Multiculturalism Act of BC, the guiding principles of the New Relationship provide a unique lens for understanding how to strengthen our collective multicultural identity as a province. Hearing the experiences of the interviewees raises consciousness around how staff can further build upon the foundational work taking place within the Province of B.C. to create a province-wide culture of inclusion.

Thanks to the aboriginal employees for their contribution to the preface. Your time, your honesty and your insights were very much appreciated.

Dr. Evan Adams, Ministry of Health

Margo Archie, Ministry of Energy and Mines

Edna Boston, Ministry of Aboriginal Relations and Reconciliation

Michelle Caden, Ministry of Forests, Lands, Natural Resource Operations

Jacqueline Dennis-Orr, Ministry of Advanced Education

Annette Gairdner – Loe, BC Oil and Gas Commission

Souie Gorup, Ministry of Aboriginal Relations and Reconciliation

Sasha Hobbs, BC Public Service Agency

Susan Kelly, Ministry of Advanced Education

Brian Moore, Ministry of Forests, Lands, Natural Resource Operations

Multicultural Advisory Council

The Multicultural Advisory Council (council) is pleased to report another active year of providing guidance to government with activities that promote multiculturalism, build welcoming and inclusive communities, and eliminate racism in British Columbia.

An important highlight for this year has been council's tabling of four recommendations, in its January 28, 2011 meeting, to the Minister Responsible for Multiculturalism. Council's three Committees: Education; Champions; and Sectors, Communities, and Stakeholders, identified priorities and current focus. Based on these, four recommendations have been brought forward for consideration for the Minister responsible for Multiculturalism. The recommendations advise the Minister to heighten the profile of multiculturalism through the promotion of the Provincial Nesika Awards; review pre-school and K to 12 resources for relevancy and possible enhancements in the areas of multiculturalism, anti-racism, Aboriginal culture and First Nations history; collaborate with the business sector to share promising practices of multiculturalism throughout the business community; and place a strong multiculturalism lens, including performance measures, across the provincial government.

Another important highlight of the year was council's support of the six youth forums that took place in the province, as a continuation of the Multicultural Advisory Council's Youth Engagement Strategy. The purpose of these forums was to bring decision-makers, community members, and youth together to discuss and dialogue around racism, multiculturalism, and inclusive communities. The council acknowledges the importance of hearing youth and their views on racism, multiculturalism and how they can participate in decision-making processes. The council looks forward to ongoing connection with youth in the future.

With the approved recommendation of changing Multiculturalism Week in British Columbia to the third week in November, the 2011 Provincial Nesika Awards will also be scheduled to be held during this week. The council successfully included in these awards a new category for businesses for exceptional initiatives that bring people together and demonstrate the benefits of cultural diversity. This year, the council hopes to increase public awareness of Multiculturalism Week and the Provincial Nesika Awards and looks forward to receiving nominations to recognize the outstanding work being done across B.C. to bring diverse cultures together.

The council identified the need to engage businesses and companies in B.C. to practice multiculturalism policies in the workplace. By exploring options such as the Safe Harbour Initiative and proposing research regarding the correlation between multiculturalism and business profitability, the council hopes to collaborate with employers to reflect the diversity of B.C. in the workforce of the business sector.

We are proud of council deliberations that have provided advice on government programs and initiatives that include EmbraceBC and WelcomeBC. Through council's advice to the minister, the council is confident that this work will move British Columbia forward as a regional, national and international leader in developing promising practices in multiculturalism and creating inclusive communities.

Currently, there are 12 council members - two members retired from the council and two new members were appointed this year. I wish to acknowledge the contributions that former and current council members have made by generously sharing their diverse insights and valuable expertise on multiculturalism and anti-racism issues. I would also like to thank the newly created Multicultural Advisory Council Secretariat for their efficient and effective support and enabling the council to take on a significant strategic role in promoting multiculturalism.

Respectfully submitted,

Edmond Luke
Chair

Members of the Multicultural Advisory Council for 2010/11:

Edmond Luke (Chair), Vancouver
Ashli Komaryk-De Lucio (Vice Chair), Vancouver
Andrée St. Martin, New Westminster
Baljit Sethi, Prince George
Mehrdad (Mark) Roozbahani, West Vancouver
Michelle Rakotonaivo, Surrey
Mo Dhaliwal, Vancouver
Myrt Turner, Prince George
Raj Pagely, Saanichton
Shellina Lakhdhir, North Vancouver
Susan Tatoosh, Vancouver
Yonah Martin, Vancouver

Meetings:

The council held six meetings during 2010/11 and worked at the committee level throughout the year. All six council meetings were held in Vancouver.

The first meeting for the fiscal year was held on May 28, 2010. The Minister and the council foresee ongoing strengthening of the partnership between the Multiculturalism and Inclusive Communities Office, WelcomeBC, and the Immigrant Integration Branch to work together on the council's priority areas. The council reviewed the three committees' priorities and identified the main purpose of each. The council also reviewed the overall priorities and identified key ministries for the Minister to engage with. There were presentations from the Seniors' Healthy Living Secretariat of the Ministry of Healthy Living and Sport regarding settlement services for the growing senior population in ethno cultural communities, and from the Immigrant Employment Council of BC about encouraging businesses to hire immigrants and informing the public about the social and economic value of immigrants.

At the council's second meeting on July 30, 2010, the council discussed ways to promote Multiculturalism Week in November 2011

as well as the Provincial Nesika Awards on a larger scale than previous years and how to involve other ministries and communities. Identifying community champions from across the province and utilizing social media were suggested to increase community engagement and public awareness. There was also a presentation from the Affiliation of Multicultural Societies and Service Agencies (AMSSA) on the Safe Harbour Initiative and how to engage businesses and communities in building an inclusive and respectful society.

On September 24, 2010, council held its third meeting where it continued the discussion of how to encourage companies to institutionalize multiculturalism programs and policies and how to achieve success of multiculturalism and diversity policies with corporations. The council heard presentations from the representatives of the six provincial youth forums that included recommendations on how to engage youth. Following this, staff provided the council with a Regional Youth Forum Final Report which summarized three major themes for the recommendations: educational policies in schools, youth participation including appointment of youth representatives to the council apart from the youth network, forum and dialogue, and increased resources and funding.

The council held its fourth meeting on November 26, 2010, at which the Immigrant Integration Branch provided an update regarding Ministry reorganizations and emphasized the council's continued role in providing direction regarding multiculturalism. Each of the committees provided an update regarding ongoing discussions about key priorities to present to the Minister. There was also a presentation from Citizenship and Immigration Canada-Multiculturalism Office on Inter-Action, a grants and contribution program that funds projects and events that assist the socio-economic integration of individuals and communities.

The council's fifth meeting was held on January 28, 2011, at which new council members were welcomed. Each of the committees discussed more specific wording in their recommendations to highlight their key priorities. The creation of a Multicultural Advisory Council Secretariat was also announced, outlining the purpose, objectives, and role of the secretariat.

At the council's sixth and final meeting on April 8, 2011, the Minister of Social Development gave welcoming remarks and the staff provided an overview of where the council and multiculturalism fit in the new ministry. The council provided an overview of the council's focus, initiatives and current priorities to the Minister, who agreed with the importance of multiculturalism in B.C. and expressed interest in hearing the council's advice on the direction they would like to take. Each of the committees presented their recommendations for the Minister's consideration.

Ministry of Aboriginal Relations and Reconciliation

Mandate

The Ministry of Aboriginal Relations and Reconciliation (MARR) initiates and promotes innovative approaches to Aboriginal policy and represents the Province in treaty negotiations. The ministry works to reconcile provincial interests with Aboriginal rights and it achieves this goal by building collaborative relationships with Aboriginal organizations and communities. Treaties and other agreements help create a stable investment climate, create job opportunities and stimulate local and regional economies throughout British Columbia.

The ministry is also government's lead on the New Relationship and works across government, and in partnership with Aboriginal people, to implement the Transformative Change Accord and Métis Nation Relationship Accord in areas such as education, housing and infrastructure, health, economic development, and Crown-Aboriginal relations in order to work towards closing the social and economic gaps between Aboriginal peoples and other British Columbians. In late 2010, the ministry was expanded to include eight regional offices which serve as a critical local presence and provide support for negotiation of non-treaty agreements, implementation of treaty and non-treaty agreements, conflict resolution, and liaison with other land and resource ministries.

Executive Commitment to Multiculturalism

The ministry supports the continued strength and diversity of indigenous multiculturalism through many different initiatives. Our work focuses on two main areas: lasting agreements, including treaties; and, social, cultural and economic programming and services administered through Aboriginal organizations. The executive promotes sharing of multiculturalism experiences/stories with staff through team meetings, orientation sessions and/or ministry events, and supports the Aboriginal youth internship program (including two Aboriginal youth interns hired in 2010/11).

Key Processes, Policies and Structures in Support of Multiculturalism

The ministry works in partnership with other provincial ministries/agencies, Crown corporations, Aboriginal leaders and organizations, the private sector and the federal government to support activities and initiatives to achieve reconciliation and to close the social and economic gaps. The ministry is committed to working with First Nations to revitalize and protect languages and cultures, and to restore fluency and literacy in First Nations languages. The ministry has implemented several processes and practices in its hiring and working culture that support multiculturalism, including:

- Establishing innovative approaches, in a partnership with the Public Service Agency, to build capacity and staff competencies in Aboriginal relations within the B.C. public service. This includes development of an Aboriginal relations one-stop-shop intranet site for public service employees called the Aboriginal relations resource centre, featuring Aboriginal engagement guidelines, an Aboriginal policy lens, and an Aboriginal speakers bureau.

- Supporting the ministry's Aboriginal Relations Committee, which plans and coordinates initiatives designed to increase awareness and knowledge of Aboriginal cultures, and informs the use of cultural practices in the workplace.

Highlights of Initiatives

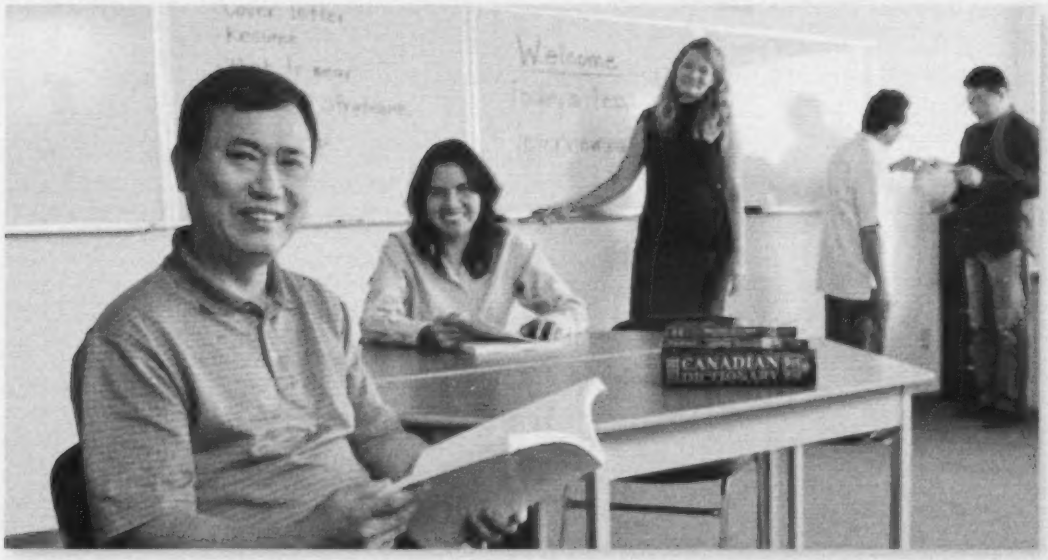
Internal Initiatives:

- Supported MARR National Aboriginal Day celebration to build awareness and to celebrate the diversity of Aboriginal cultures throughout the public service. All ministry staff were encouraged to attend the celebration and invitations were sent out across the public service's network of Aboriginal employees.

External Initiatives:

- B.C. restored the name Haida Gwaii to the Queen Charlotte Islands in recognition of the long history and habitation of the Haida Nation.
- The First Nations of the Maa-nulth Treaty celebrated the Effective Date of their Final Agreement, the first modern treaty on Vancouver Island and the first multi-nation Treaty concluded under the BC Treaty Commission process.
- In December 2010, one year after the signing of the Coastal Reconciliation Protocol, the Nuxalk Nation became the sixth First Nation to join the groundbreaking agreement that provides a framework for lasting reconciliation
- Partnered with the BC Achievement Foundation in the second annual BC Aboriginal Business Awards gala event, to honour and celebrate business excellence and represent the growing number of outstanding Aboriginal business leaders in the province.

Ministry of Advanced Education



Mandate

The Ministry of Advanced Education (AVED) was created to help British Columbians develop the knowledge and skills needed to reach their full potential and to ensure BC successfully competes in the global knowledge economy. This means the Ministry must ensure accessible, affordable, high quality post-secondary education and training opportunities are available.

Executive Commitment to Multiculturalism

The Ministry of Advanced Education welcomes and values diversity in the workplace and is committed to ensuring a respectful environment, free from discrimination and harassment. The ministry offers training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity and ensures government policies on multiculturalism are available to all staff. The ministry also continues to support the Aboriginal Youth Internship Program, with two opportunities identified for 2011/12.

Key Processes, Policies and Structures in Support of Multiculturalism

The ministry's Work Environment Survey scores reflect a healthy work environment overall. The 'Resepectful Environment' dimension specifically addresses diversity, a healthy atmosphere and freedom from discrimination and harassment. Our 2010 score was 80, up 1 point from 2009, and 8 points higher than the 2010 BC Public Service score of 72. As well, recruitment and selection practices are merit-based and qualifications, experience and expertise are fully considered regardless of ethnicity, culture or disabilities.

Highlights of Initiatives

English as a Second Language (ESL) programs are delivered by 17 public post-secondary institutions, providing English language instruction at all Canadian Language Benchmark (CLB) levels. English for Access (settlement), English for Academic Purposes and English for Work courses provide immigrants with a vital access route to further

education, training and employment. Some ESL programs also integrate language skills with job specific skills for a variety of occupations.

The Community Adult Literacy Program (CALP) is a community-based literacy initiative to promote and deliver adult, family and Aboriginal literacy programs across the province, and consists of one-to-one tutoring, group sessions, tutor training and various other models of delivery. Since 2001, the Province has invested $15.9 million in the Community Adult Literacy Program, helping residents of British Columbia with basic literacy and numeracy, family literacy improvements and/or high school completion.

The Ministry's 2007 Aboriginal Post-Secondary Education Strategy is helping Aboriginal learners succeed in post-secondary education and training. In 2010/11, the Ministry:

- Conducted an external evaluation of the 2007 Aboriginal Post-Secondary Education Strategy. The evaluation found that significant progress has been made as a result of the strategy, and recommended renewing, with some modifications, most of the elements of the strategy.
- Extended funding for Aboriginal Service Plans which were piloted at 11 public post-secondary institutions under the 2007 Aboriginal Post-Secondary Education Strategy.
- Opened Aboriginal Gathering Places at six campuses as part of the ministry's $13.6 million investment to create gathering places at public post-secondary institutions across the province. This initiative was part of the 2007 Aboriginal Post-Secondary Education Strategy, and provides culturally welcoming spaces for the growing Aboriginal student body.
- Provided $250,000 for the LE,NONET project, which provides culturally relevant supportive programs, community experiences, peer mentoring and financial assistance to Aboriginal learners at the University of Victoria.
- Provided $500,000 to the First Nations Education Steering Committee to support the development of First Nations language teacher education curriculum.

In addition, in 2010, 87 students received awards totaling $259,000 under the Aboriginal Student Award program, which is administered by the Irving K. Barber B.C. Scholarship Society. The endowment for the Aboriginal Student Award was established as part of the 2007 Aboriginal Post-Secondary Education Strategy.

International education is a top priority for AVED:

- The presence of international students in BC contributes to the inter-cultural diversity of our campuses and communities, and helps British Columbians expand their cultural and linguistic fluency.
- Our students and faculty are taking opportunities to study and participate in education systems abroad which provide British Columbians with culturally diverse experiences and help to create a global citizenry, necessary in today's globalized world.
- As there are opportunities to do more, AVED is developing an international post-secondary education strategy to encourage greater inward mobility of international students and outward mobility of British Columbians.
- The Education Quality Assurance designation assures international students, families and governments about the excellence of institutions that earn the designation. All 25 public post-secondary institutions and more than 60 private institutions have qualified for the EQA designation.
- Funding was provided to the BC Council on International Education to help promote BC as a study destination for international students.

Ministry of Agriculture

Mandate

The Ministry of Agriculture helps the agriculture, fisheries, food and bioproduct sectors to grow and achieve economic, social and environmental sustainability, supporting the delivery of safe, healthy and high quality food and bioproducts.

Executive Commitment to Multiculturalism

The Ministry of Agriculture is committed to building a welcoming and diverse organization that embraces all individuals and removes employment barriers. The Ministry offers training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity, and ensures government policies on multiculturalism are available to all staff. The Ministry supports the Province's commitment to a New Relationship with Aboriginal people by working with First Nations to use agricultural resources to leverage outcomes that benefit Aboriginal people and align with broader government objectives.

Key Processes, Policies and Structures in Support of Multiculturalism

The Ministry supports multiculturalism in our hiring processes and working culture in the following ways:

- Recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities;
- Government policies which prohibit discrimination in the workplace are followed; and
- Information on First Nations is made available to all Ministry of Agriculture staff.

Highlights of Initiatives

In response to the needs of communities, developed plain-English publications and, where appropriate, translations, training and assistance in other languages to ensure clear understanding and access to technical information:

- AgriStability program brochure was translated into Punjabi. Notification of deadlines under the AgriStability program were also translated into Punjabi and distributed to four Sikh Temples and one Hindu Temple in the Okanagan. As further outreach to this community, the deadline was also announced at the Sikh temple.
- Offered one-on-one meetings for Punjabi-speaking producers both in the Okanagan and the Lower Mainland. Punjabi-speaking staff also accompany clients

at meetings with Ministry Agristability representatives to assist in translation.

- Assisted with a community meeting organized by South Valley Sales, an agricultural supplier, at the request of the Federal Pest Management Agency.
- Collaborated with the berry industry to organize training sessions in July 2010 to acquaint non-English speaking farmers with new cannon guidelines and information on being a good neighbour. Sessions were translated into Punjabi.
- Translating the British Columbia Good Agriculture Practices (GAP) Guide into Spanish, Chinese and Punjabi. Translations are being web page formatted and should be on the Ministry web site by September, 2011.
- Producing videos of growers and producers telling and showing how they implement GAP on their farm using best practices. These videos will be translated, and some will feature different ethnic growers and producers within British Columbia Agriculture. The first video, "The 5T's of Safe Composting" featuring Eatmore Sprouts from the Comox Valley, is in translation and will soon be available on the Ministry web site.
- Work with the federal government and industry to develop programs to increase access to foreign farm workers. The Seasonal Agriculture Worker Program (SAWP) operates under agreements between the Government of Canada and the Governments of Mexico and several Caribbean states to bring temporary farm workers to British Columbia. The Low Skill Pilot Program is a federal Temporary Foreign Worker Program that enables the supply of seasonal Guatemalan farm workers to British Columbia.
- Support the 4-H movement which educates young people from all cultures toward successful entrepreneurship and leadership roles in their communities as adults.
- Partner with First Nations in agriculture opportunities to leverage outcomes which align with other government objectives and commitments.

Ministry of Attorney General

Mandate

The Ministry of Attorney General has overall responsibility for the administration of justice in British Columbia. The Attorney General has a constitutional and statutory role as the government's lawyer, providing legal advice, representing the government in litigation and drafting legislation. Thus, the Attorney General has a unique role in government to ensure that public affairs are administered in accordance with the law, including ensuring that government operations conform to non-discrimination provisions of the Charter of Rights and Freedoms and the Human Rights Code.

Executive Commitment to Multiculturalism

The Ministry of Attorney General works continuously to update and improve Ministry programs to ensure they are delivered equitably and in a way that reflects sensitivity towards multiculturalism and ensures compliance with the Charter of Rights and Freedoms and the Human Rights Code. The Ministry's Executive leads the Ministry in the commitment to multiculturalism, as appropriate.

Key Processes, Policies and Structures in Support of Multiculturalism

The ministry values diversity in the workplace where individuals are treated with respect and can work without discrimination. We ensure cultural competencies are built into our hiring process where appropriate. The ministry works with stakeholders to ensure policy and program development reflects the diversity of the province.

Highlights of Initiatives

BC's Prosecution Service - Criminal Justice Branch (CJB):

The CJB continues to focus on many initiatives that promote multiculturalism, both within the Branch and with external stakeholder groups.

New initiatives developed by the CJB in the past year include:

- The Branch has developed a Diversity project plan for approval to move forward with diversity and inclusiveness initiatives to be implemented within the Branch.
- A Branch member participates as part of the Ministry of Attorney General Diversity Strategy Team.

In addition to the new initiatives listed above, the following are ongoing CJB initiatives and activities that relate to multiculturalism:

- The CJB ensures that inclusive language that promotes multiculturalism, diversity and inclusiveness is used in our internal and external communications.
- Crown counsel from the CJB continue to participate in First Nations Court (located in New Westminster), which is a community-based, less formal court process for accused who identify as First Nations. The sentencing process involves the development of a holistic "healing plan" for the offender to address the underlying issues that may have lead to the crime being committed.

- The CJB continues its role on the Hate Crime Team providing legal advice, information and support to the police and other Crown counsel across the province. Cases in which criminal activity is motivated by bigotry and intolerance of others are regarded as serious matters, whether bias, prejudice or hate is an aggravating factor as set out in s. 718.2 of the Criminal Code, or the offence is one of wilful promotion of hatred or advocating genocide, as provided for in s. 318 and s. 319 of the Criminal Code.
- The CJB maintains a Resource Counsel position within the Branch to assist the Crown with files which may have an element of hate or bias to them.
- The CJB continues to maintain a liaison with the Vancouver Police Department Diversity Policing Section.

- The CJB continues to staff a French prosecutions team.
- The Branch is committed to alternative measures programs which recognize the traditional values and customs of aboriginal communities and have been authorized under section 717 of the Criminal Code.
- The Branch continues to contribute to the development of a cross-ministry multi-lingual website explaining the criminal justice system in British Columbia (JusticeBC).

Court Services:

In 2010/2011 Court Services Branch (CSB) undertook the following activities:

- Participated in government's Aboriginal Youth Internship Program for the first time, with the creation of an intern position in the corporate communications area.
- Contributed to the development of a cross-ministry and multi-lingual website on the justice system.

In addition to the above new 2010/2011 activities, here are some ongoing Branch initiatives:

- The CSB maintains multilingual small claims court pilot fact sheets which can be accessed on the following link: www.ag.gov.bc.ca/courts/small_claims/info/pilot.htm
- The CSB continues to develop online training tools for staff. Online orientation training discusses cultural sensitivity requirements for staff, while court clerk training provides information about language differences and the use of interpreters.
- The CSB maintains and provides information flysheets regarding reporting obligation for convicted sex offenders in French and English.
- Two Court Services pamphlets are available in French, and courthouses also stock eight multi-language pamphlets published by other branches/organizations.
- All federal criminal forms are available in both official languages.
- The CSB provides circuit court in three First Nations communities: Kwadacha, T'say Keh Dene, New Aiyansh.
- Many court locations have court workers (Ministry of Children and Family Development staff) with an Aboriginal background who assist Aboriginal Peoples accused of crime by guiding them through the process, and providing them with referrals to legal, social, educational, employment and medical services. Surrey and Kamloops provide space for these court workers.
- Native court workers support First Nation's appearances in court, including Prince George Law Courts, where possible.
- During Law Days, various multicultural organizations participate and present information which is available to anyone in attendance.
- Some court locations have used sentencing circles since 2002. An off-site sentencing circle was piloted in Surrey, January 2008.
- The CSB retains a pool of over 200 court interpreters who provide interpretation services at Criminal, Youth, Traffic, Municipal and Family Court hearings, in over 50 spoken languages and visual languages for the deaf and hard of hearing.
- The Supreme Court Self-Help Centre (operated by the ministry) has on-line resources for self-represented parties, including a link to MultiLingoLegal.ca, which provides on-line access to many multilingual legal publications.
- Court proceedings are conducted in French or in bilingual French/English in two court locations: Victoria (Contraventions Act proceedings only) and New Westminster (criminal and youth court proceedings).

- New Westminster's bilingual trial team sometimes travels to other court locations to conduct bilingual or French trials.
- *Federal Contraventions Act* forms and brochures are available in both official languages.
- Jury brochures are available in both official languages.
- Violation ticket centre automated telephone system includes client information in multiple languages.
- Dedicated telephone line for bilingual official languages Registry Clerks.
- Joined with the Tsawwassen First Nation to implement certain provisions of the Tsawwassen First Nation Final Agreement, which came into effect on April 3, 2009. The Final Agreement allows for some civil and criminal matters arising under Tsawwassen Law to be heard in British Columbia courts. Court Services continues to serve as the Ministry lead to coordinate the efforts of many stakeholders including court registries, the Crown Prosecution Service and the judiciaries. The successful implementation of these aspects of the Final Agreement represents an historic moment in the evolution of the British Columbia justice system, particularly with respect to making space in the province's court system for the laws and legal processes of a self-governing First Nation.

Human Rights

The ministry funds the British Columbia Human Rights Clinic (Clinic) to provide information and general advice, as well as advocacy services, including full legal representation, to eligible persons who require assistance in filing or responding to a complaint under the Human Rights Code (Code). The Code protects British Columbians from discrimination in areas such as employment, housing, and services and facilities customarily available to the public on the basis of race, colour, ancestry, place of origin and religion (other grounds include age, marital status, family status, physical or mental disability, sex and sexual orientation.)

Through one of its service providers, the British Columbia Human Rights Coalition (Coalition), the British Columbia Human Rights Clinic provides education about rights and obligations under the Code. This includes a telephone service to respond to requests for information from the public about human rights matters; a comprehensive human rights website, which, among other topics, includes information about discrimination on the basis of ancestry, colour, place of origin, and race; and seminars and training sessions for various ethnic and cultural groups and immigrant-serving agencies, as well as employers, service providers, labour representatives, and other interested groups throughout British Columbia.

The Coalition's education program relies heavily on the ministry's Human Rights Information Sheets (Information Sheets), which provide plain-language information about human rights protection in British Columbia. Racial Discrimination and Information for Employers are of particular importance in the multiculturalism context. The Information Sheets are available in English, Chinese and Punjabi and are available online on the ministry's Human Rights Protection website.

From a broader perspective, on an on-going basis, as a member of the Continuing Committee of Officials on Human Rights, the ministry reports on British Columbia's compliance with various United Nations human rights treaties (such as the International Convention on the Elimination of All Forms of Racial Discrimination), and participates in federal-provincial-territorial discussions considering whether Canada will ratify or become a signatory to other instruments.

Justice Services:

The ministry provides core funding to the Legal Services Society and the People's Law School to deliver public legal education and information. Significant materials have been translated into a variety of languages, including: Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish,

Vietnamese, Russian, Arabic and Polish. Legal information is also provided through ethno cultural media outlets, such as radio and newspapers. Many public legal education and information programs have been tailored for First Nations audiences.

Through the Ministry of Jobs, Tourism and Innovation, the Dispute Resolution Office administers funding directed at enhancing public legal education and information for new immigrants. This has resulted in increased access to law related classes for English Language Services for Adults (ELSA), expansion of the Court Information Program for immigrants and enhanced training and collaboration between Public Legal Education and Information (PLEI) and Settlement Agencies resulting in better web access to tools and resources about employment standards, housing issues, family law and increased use of multicultural media to provide PLEI.

Family Justice Services

The Child Protection Mediation Program provides brochures in Chinese, Filipino, French, Korean, Persian, Punjabi, Spanish, and Vietnamese languages.

Interpretation services and cultural supports are used in Child Protection mediation where necessary to support accessibility and participation to meet the diverse needs of other cultures.

The branch's Parenting after Separation Program (a free, three-hour seminar to inform parents about the effect of divorce and separation on children) is offered in Cantonese, Mandarin, Punjabi and Hindi in various locations in Vancouver and Surrey. A handbook for parents is available in Chinese, French and Punjabi.

Dispute Resolution Office

Fact sheets explaining the Small Claims Court Pilot project are translated into French, Chinese (Simplified) Punjabi and Vietnamese.

Legal Services Branch (LSB)

The LSB, in conjunction with Criminal Justice Branch, has a specific articled student position for indigenous articled students. This program allocates one articling position annually for a law student having indigenous ancestry.

Ministry of Children and Family Development (MCFD)

Mandate

MCFD supports healthy child and family development to maximize the potential of children with an emphasis on promoting and developing the capacity of families and communities to care for and protect vulnerable children and youth, and to achieve meaningful outcomes for the children, youth and families that it serves. MCFD delivers its services in a respectful, compassionate and culturally appropriate way.

Executive Commitment to Multiculturalism

Guided by Strong, Safe and Supported: A Commitment to BC's Children and Youth, MCFD works to ensure the province's children and families have the best chances possible to

succeed and thrive. This includes children and youth's participation in culture and traditions that strengthen their development.

One of the guiding principles of Strong, Safe and Supported is the Convention on the Rights of the Child, which sets out children and youth's fundamental human rights, including the right to participate in their own families' cultures and traditions. MCFD policy and standards require staff to respect the views, cultural and ethnic heritage, socio-economic circumstances, spiritual beliefs and identity of the children, youth, families and extended families being served. Also, when appropriate and as identified by the child and family, staff may consult with and involve the family's cultural or ethnic community in the planning and delivery of services.

MCFD supports Aboriginal peoples to exercise jurisdiction in providing for the safety and wellbeing of their children. MCFD believes all Aboriginal children, youth and families, whether on or off reserve, should have access to a full range of effective services that reflect and support their own cultures and traditions.

Aboriginal Policy and Service Support is a dedicated team within MCFD focused on supporting the Aboriginal approach within the ministry's Strong, Safe and Supported Action Plan and Aboriginal Service Delivery Change Conceptual Plan.

Key Processes, Policies and Structures in Support of Multiculturalism

- *Paddling a New Canoe* was an innovative new workshop, hosted by the Vancouver Island Region Director of Aboriginal Service Change, for Ministry staff in the Region who self-identify as having Aboriginal ancestry. Attendees gathered in Parksville to learn, share and celebrate using traditional approaches. Through a process of 'appreciative engagement' they explored what gives life to their work, what they would like to see more of, and how this might be designed and delivered. The objective was to work toward developing a change culture that supports staff with Aboriginal ancestry, focusing on competencies of Team Learning, Shared Vision and Change Management.
- Close to 500 Ministry staff and community partners from the Fraser and Vancouver Coastal Regions took part in five Muslim Culture training events at the Masjid al-Salaam Mosque in Burnaby. This half-day training provided an introduction to Islam by two Imams, as well as guest presenters who spoke about a variety of culturally appropriate services for Muslim families in the lower mainland. The training events developed out of the Lower Mainland MCFD Muslim Advisory Committee which has representatives from the Muslim community and members of the respective Regional Executive (Fraser & Vancouver Coastal); the group meets quarterly.
- Included in MCFD's new Basic Needs Assessment, where the practitioner, while providing child and family support, identifies whether basic needs are being met and/or there are challenges, is a category about "Cultural Safety".
- Ministry staff in the North region attend Cultural Awareness Training.
- All ministry core training programs integrate cultural awareness and approaches into the curriculum.

Highlights of Initiatives

Internal Initiatives:

- The Fraser and Vancouver Coastal Regions have initiated the Refugee Trauma Project. This project involves training Child & Youth, as well as Adult, Mental Health Clinicians to meet the specific needs of refugee children, youth and families in dealing with the traumatic experiences suffered in their country of origin with the hope that this will support them to integrate in the community as

contributing citizens. The primary target group is newly arrived refugee children, youth and their families, with services extending to refugee families living in Vancouver that have resettled in the last 5 years and have experienced trauma as a significant barrier to integration.

- The Vancouver Coastal and Fraser region Child and Youth Mental Health (CYMH) services are undertaking engagement at a community level to develop and strengthen relationships between multicultural agencies and CYMH.
- Clinicians in the Vancouver Coastal and Fraser regions are being trained in evidence based trauma interventions to enhance capacity to respond to mental health needs of children and families from other cultures.
- Legislation requires children's Aboriginal and/or cultural identity to be preserved and receive guidance and encouragement to maintain cultural heritage.
- Healthy Minds, Healthy People: A 10 year Plan to Address Mental Health and Substance Use in British Columbia is a cross ministry lifespan plan that promotes the social/emotional and mental health of all children and youth with particular attention to vulnerable groups including:
  - Aboriginal families and communities
  - Diverse Cultural and Ethnic groups,
  - Street-involved/homeless youth, and
  - Gay/lesbian/transgendered youth.

External Initiatives:

- The Child Care Subsidy call centre provides service in 144 languages using Provincial Language Services.
- Clients of the Child Care Subsidy, Autism Funding and Medical Benefits programs have access to telephone interpretation services offering service in over 150 languages.
- Immigrant Settlement Services Agencies provide responsive child care subsidy outreach, language translation services, and early childhood development information services to non-English speaking immigrant parents and child care providers.
- The Seeds of Empathy program was delivered in 11 Urban Aboriginal settings or First Nations communities, reaching approximately 260 children.

- The North Region has established a reconciliation approach to Aboriginal child and family development services using the Touchstones of Hope for Indigenous Children, Youth and Families. The region has led this process and supported leadership, supervisors, staff and Aboriginal agencies and staff across the region to attend these events.
- Program materials related to the Period of PURPLE Crying® program including a booklet and DVD are offered in 10 languages: English, Cantonese, French (Quebecois), Japanese, Korean, Portuguese (Brazilian), Punjabi, Spanish (Mexican), Vietnamese and Somali. In 2010/11, The Shaken Baby Syndrome BC also extended training related to the Period of PURPLE

Crying to Immigration Services Officers working at the 23 Immigrant Settlement Services Agencies in BC.

- MCFD provides interpreters and services (including brochures and parent resources) in multiple and the family's first language, including Hindi, Punjabi, Persian, Tagalog, Korean, French, Vietnamese, Spanish, Mandarin, Cantonese, Japanese, Brazilian-Portuguese, Somali and English. In some cities, specific ethno cultural workers are in place. Staff also have access to a culturegrams data base through the Health & Human Services library.
- The Burnaby Newcomer's Centre is a project that began in 2009 as an Early Childhood-focused settlement service for refugee families in Burnaby, of which MOSAIC is the lead agency. The ultimate goal of the project is to integrate refugee children and their families into mainstream programs and services.
- MCFD has a number of initiatives to address Aboriginal children in care. Currently there are 24 delegated Aboriginal agencies with "agreements" allowing for the administration and provision of a range of delegated services mandated under the Child, Family and Community Service Act.
- The Success by Six (SB6) province-wide Early Childhood Development community development initiative had 20 Aboriginal coordinators working to promote and increase awareness of the importance of the early years, strengthen community capacity building and support culturally relevant ECD projects and programming in communities across BC through their 87 SB6-funded Aboriginal projects.
- All five MCFD Regions are developing and/or engaging in reconciliation approaches to Aboriginal child and family development services with First Nations, Aboriginal and Métis communities, agencies, and organizations.
- MCFD is supporting approximately 100 First Nations, urban Aboriginal and Métis communities to develop, deliver and evaluate Indigenous Approaches based on their inherent jurisdiction, their culture and traditional practices of care for their children and families. Each Nation, grouping of Nations and Aboriginal community involved in an Indigenous Approach is unique in its vision, geographic and socio-economic circumstances, needs and resourcing capacity for the care of their children and families.
- The Vancouver Coastal Region produced a Positive Parenting video aimed at supporting and strengthening B.C.'s immigrant and refugee families. The video outlines the many programs and services available through MCFD including those that support children and youth with special needs and those with mental-health challenges, and their families. Presently, the video is available in Mandarin with English subtitles, plus Cantonese, Korean and Vietnamese dubs with English subtitles, and was produced in partnership with the Vancouver, Surrey and Burnaby School Districts – with funding from WelcomeBC – as well as community partners S.U.C.C.E.S.S., MOSAIC and the South Vancouver Neighbourhood House.

Ministry of Community, Sport and Cultural Development

Mandate

The Ministry of Community, Sport and Cultural Development brings together key government services and supports needed to make B.C. communities great places to live. Our goal is to help local governments and residents plan and build vibrant, green, healthy communities that are well-governed, liveable, economically resilient, socially responsible, and full of opportunities for participation in sport and the arts.

The Ministry provides funding, advice, and other resources to help local government provide key services to citizens, build or upgrade local infrastructure, and ensure the existence of sound local governance structures. The Ministry also helps create vibrant communities by supporting participation and excellence in the arts, culture and sport. It supports the provincial sport system, and provides funding to artists and arts and cultural organizations from across the province. Finally, the Ministry works to support growth in the creative industries, including film, television, and interactive media, and to ensure that B.C. has a fair and transparent property assessment system.

Executive Commitment to Multiculturalism

The ministry remains dedicated to building strong communities that recognize and value cultural diversity and provide an improved quality of life and equitable access to programs, services and opportunities for all British Columbians. This commitment is demonstrated throughout the ministry in every aspect of program development and service delivery.

Key Processes, Policies and Structures in Support of Multiculturalism

The ministry is committed to an inclusive, discrimination-free environment for all staff and clients. To foster a work environment that demonstrates it values individual and cultural differences, Ministry employees continue to be supported to build their skills and knowledge in areas such as discrimination and violence prevention, leading within an environment of trust and diversity awareness.

Highlights of Initiatives

- The ministry facilitates the development of productive relationships between local and First Nation governments throughout British Columbia through advice and funding support for the *Community to Community Forum Program*. It supports relationship-building and cross-cultural understanding between local and First Nation governments. In 2010/11, the ministry's contribution supported 25 regional forums and over the past 10 years, the ministry's ongoing support has resulted in more than 340 regional forums and three provincial forums. These have led to service agreements, memorandums of understanding and protocol agreements that support First Nations and Local Governments across the province.

- The ministry has continued to make participation in local government accessible for all British Columbians by publishing the *Voter's Guide to Local Elections* in English, French, Cantonese and Punjabi.
- We have continued partnerships with various governmental and non-governmental stakeholders in support of the *Smart Planning for Communities* initiative. This initiative assists local governments and First Nations to address long-term sustainability challenges by providing resources and tools for planning socially, culturally, economically and environmentally sustainable communities. The *BC Climate Action Toolkit website*, provided as part of a three-way partnership between the Province, the Union of British Columbia Municipalities and Smart Planning for Communities, continues to provide all B.C. communities with the latest news, information and advice to address climate change and support community sustainability.
- In the management of the *BC Arts Council's* activities and programs, culturally-diverse communities and individual members are engaged as applicants, adjudicators, advisors and peers. Frequent contact is made with other agencies such as Multiculturalism BC, City of Vancouver (Office of Cultural Affairs), Department of Canadian Heritage, and the Canada Council for the Arts (Equity office). In addition, a partnership with the First Peoples' Language, Heritage and Culture Council facilitates the *Aboriginal Arts Development Awards* program which assists First Nations artists and organizations with their professional art making.
- Through the BC Arts Council, the Ministry supported 72 community and professional festivals across the province with $423,100 in awards that included several multicultural arts groups such as the Wen Wei Dance, National Nikkei Museum and Heritage Centre, African Stages Association, Vancouver Latin American Film Festival, Diwali Celebration Society, South Asian Family Association, Asian Canadian Writers Workshop, Passion for Tango Society, Vancouver Asian Film Festival and the Powell Street Festival. This sampling of funded cultural events and organizations amounts to $142,137 (however there are also many others).
- The *BC Sport Participation program* (funded by ministry and federal government) provided funding to increase sport participation in under-represented populations. Approximately a quarter of the funding was directed specifically to Aboriginal programming (such as BC Wrestling's Path to Success, First Nation's Snowboard Team, KidSportTM and Urban Native Youth Association downtown eastside program) while other funding was directed to general sport participation programs. Much of this support is used to expand programs into communities with a high immigrant population (lower mainland) or to provide sport opportunities that are popular in participants' native lands (e.g. Karate – Fit for Sport, Badminton Schools Programs).
- As well, the Afterschool Sport Initiative supported programming targeted to multicultural populations – for example, Surrey was selected as a pilot site because of its predominant immigrant population; Haida Gwaii and Prince George were selected as pilot sites because of their Aboriginal population.

Ministry of Education

Mandate

The Ministry of Education supports and guides the development of an education system that empowers all learners to acquire the knowledge and skills needed to contribute to a healthy, democratic and pluralistic society with a prosperous and sustainable economy. We work with school districts, communities, libraries and other partners as, together, we create a solid foundation for the upcoming generation of B.C. citizens.

Executive Commitment to Multiculturalism

The Ministry of Education works to enhance stronger respect for other cultures and other ways of life within the school system. The Executive is united in its commitment to enhance Aboriginal and multicultural student success within the school system, in part through an effort to make that system more responsive to their cultural needs.

Key Processes, Policies and Structures in Support of Multiculturalism

Through legislation and policy, the Ministry of Education supports cross-cultural awareness and respect both within our organization and across the school system. The stakeholders in the education system represent every cultural group across the province. The system also models and promotes values that complement tolerance, from the flexibility to respond to diverse cultural needs to the courage to speak out against discrimination.

Highlights of Initiatives

External Initiatives:

- Ongoing initiatives include targeted funding for Aboriginal students, translation of Ministry materials into as many as 12 languages (e.g., back to school tips for parents and students), the diversity framework for B.C. schools; English-as-a-second-language programs and policy and school safety and conduct. For further details visit: *http://www.bced.gov.bc.ca/addressing_students_needs.htm.*
- As part of the ongoing efforts to provide choice for students and strengthen the presence of Aboriginal culture and history in classrooms, the Ministry approved the Kwak'wala 5 to 12 Integrated Resource Package (2010) as the most recent of the fourteen First Nations language curriculum documents available for language study.
- In 2010/11, four more school districts, their local Aboriginal communities and the Ministry have signed Aboriginal Education Enhancement Agreements, bringing the total to 51 agreements which are formalizing a commitment to work together to raise achievement levels for Aboriginal learners.

Ministry of Energy and Mines

Mandate

The Ministry of Energy and Mines (MEM) manages the responsible exploration and development of British Columbia's energy, mining and petroleum and natural gas resource sectors.

Executive Commitment to Multiculturalism

MEM remains committed to respectful, honest, trustworthy and ethical behaviour in all its communications and actions.

Key Processes, Policies and Structures to Support Multiculturalism

MEM implemented sound strategies to enhance Aboriginal participation in the petroleum and natural gas and mining industries by undertaking economic development initiatives, supporting local employment opportunities, providing First Nations access to training and education programs, organizing industry forums, and increasing capacity to participate in land use decisions.

MEM encouraged trade relations with Asia by hosting trade groups from the region, leading an investment trade mission to Asia, and working with the Chinese Federal Government on a cooperative agreement that will strengthen economic ties to B.C.

Highlights of Initiatives

Internal Initiatives:

- The Ministry of Aboriginal Relations and Reconciliation is currently leading discussions to renegotiate new consultation process agreements with Treaty 8 First Nations and is being assisted by staff from the Oil and Gas Commission, MEM and the Ministry of Attorney General.
- The Ministry is working with the Ministry of Jobs, Tourism and Innovation (JTI), as well as New West Partnership Agreement provinces and the federal government, marketing natural gas in Asia focusing on Japan, China, Korea and India. Information material will be developed and oil and gas workshops delivered to trade mission staff.
- Hired an Aboriginal intern in 2010 to enhance Aboriginal perspectives across divisions.
- A Korean ministry staff intern assisted the ministry by reviewing best practices in Korea with respect to industrial energy efficiency and alternative fuels, particularly natural gas for vehicles and buses.

External Initiatives:

- Partnered with JTI on an innovative project that provided immigrants, both in northeast B.C. and the Lower Mainland, with labour market services to connect to jobs in the B.C. petroleum and natural gas industry together with settlement and adaptation services to assist integration in northeast B.C. communities. The three year project ended March 31, 2011.
- Delivered, together with Oil and Gas Commission staff, information and training sessions to First Nations in northeast B.C.

to increase understanding of the new Oil and Gas Activities Act and Regulations.

- Provided information and sought feedback from First Nations on an implementation plan for the management of boreal caribou at a September 2010 workshop delivered with the Ministry of Environment.
- Co-funded with industry two First Nations students in the two year Northern Lights College Land Management program, ending April 2011.
- Translated the Opportunities Guide and slide presentations for investors into Chinese to help the government market B.C.'s rich mineral and coal resources.
- Acted as translators for Chinese delegations meeting with ministry staff in Victoria to discuss investment opportunities and how to do business.
- Worked with JTI to propose memorandums of understanding with China, Japan and India, that would result in interactions that would increase our understanding of other Asian cultures.
- The Guide for Landlords and Tenants is available in both Chinese and Punjabi. The general Residential Tenancy Branch brochure is available in Arabic, Chinese simplified, Chinese traditional, Filipino, French, Japanese, Portuguese, Punjabi, Russian, Spanish and Vietnamese. All are available online.

Ministry of Environment

Mandate

The Ministry of Environment's vision is a clean, healthy and naturally diverse environment with a mission to demonstrate leadership in ensuring our natural legacy for future generations and support positive economic outcomes for British Columbia.

Key Ministry goals include: effective action on climate change; clean and safe water, land and air; healthy and diverse native species and ecosystems; British Columbians share responsibility for the environment; and sustainable use of British Columbia's environmental resources.

Activities include but are not limited to: taking action to reduce green house gas emissions; motivating shared water stewardship; reducing contamination from toxins and waste; enhancing protection and stewardship of our air; managing environmental risks; managing accessible information on species and ecosystems; managing parks and protected areas; promoting shared environmental stewardship from all sectors in the province; promoting and supporting the sustainable

Photo by Larissa Sayer

use of environmental resources; and optimizing outdoor opportunities for all British Columbians.

Executive Commitment to Multiculturalism

The Ministry made a dedicated effort to provide environmental information in multiple languages to meet the needs of its partners and clients, and continues to develop proactive partnerships with various ethnic communities. The Ministry also remains committed to fostering effective partnerships with First Nations. In addition, as a recognized leader in climate action, B.C. is currently active in several international climate change partnerships.

Key Processes, Policies and Structures in Support of Multiculturalism

- Ministry employees participated in training courses and workshops on: trust; effectiveness in working with people; discrimination and violence prevention; and cross-cultural conflict resolution and leadership.
- Staff also regularly participate in training courses offered by UBC to professional foresters from India. Presentations include techniques for public engagement in environmental management, and B.C.s approach to compliance and enforcement.

Highlights of Initiatives

- The Ministry acquired Malamute Bluffs, land next to Stawamus Chief Park. The Stawamus Chief Park holds spiritual, historical and cultural values for people of the Squamish First Nation.
- B.C. was active in several climate change partnerships including the Western Climate Initiative, which includes Canada, the U.S. and Mexico, and chaired the International Carbon Action Partnership in 2010. B.C. also attended the United Nations Climate Change Conference in Cancun.
- The Environmental Assessment Office continued to make consulting with First Nations a key priority to address, and, where appropriate, accommodate potential effects of major development on established or asserted aboriginal rights and title.
- The Conservation Officer Service is dedicated to developing and strengthening relationships with First Nations throughout B.C. and improving communication and cultural awareness. A senior officer received training with the RCMP on First Nations issues and has a leadership role in discussing and communicating First Nations issues as they arise. The Conservation Officer Service is also committed to using the restorative justice approach and has taken part in restorative justice circles with First Nations over the past year.
- First Nations and other Ministry stakeholders participated in consultation workshops for modernizing the Water Act.
- The Ministry actively supports and develops agreements to define how the Province and First Nations will work together to manage specific B.C. parks and protected areas. To date, the Ministry has signed 35 Parks Collaborative Management Agreements and 7 Regional Fish and Wildlife Agreements with First Nations.
- The BC Parks Lower Mainland brochure, which highlights 10 Lower Mainland BC Parks, was made available in French, simplified Chinese, traditional Chinese and Punjabi.
- BC Parks 100 celebrations began in 2010, engaging a diverse group of British Columbians, including First Nations, youth rural communities, urbanites, families, and new Canadians.
- The Ministry continued to assist agricultural producers for whom English is their second language, by translating

its exams about safe pesticide use into Punjabi, Mandarin, Chinese and Vietnamese.

- The Ministry is party to a memorandum of understanding with the Gitxsan First Nation to discuss the potential for forest carbon emission offset projects. In addition, the Ministry became engaged in carbon sharing agreements with the North and Central Coast, Haida and Nanwakolos First Nations as part of reconciliation agreements being negotiated by the Ministry of Aboriginal Relations and Reconciliation.

Ministry of Finance

Mandate

Our ministry plays a key role in establishing, implementing and reviewing government's economic, fiscal, financial management and taxation policies and is responsible for delivering fair, efficient and effective tax administration and revenue and treasury management that fund government programs essential for citizens in British Columbia.

Executive Commitment to Multiculturalism

- The Ministry Executive is committed to a work environment that is free of discrimination.
- The Ministry had an average score of 70 in the 2010/11 Work Environment Survey's "Respectful Environment" driver, 72 for the "Valuing Diversity" question, and 75 for the question indicating our work units are free of discrimination and harassment.
- The 2010/11 Workforce Profile of the Ministry demographics showed representation of visible minorities at 22.6%, Aboriginal peoples 1.3% and persons with disabilities 4.3%.
- The Ministry's workforce is generationally-diverse as well, with 20.3% over 50 and 7.2% under age 30. The Ministry has a balance of female (58%) and male (42%) employees.
- The Ministry is also committed to ensuring that its employees have access to information related to multiculturalism, employment equity, human rights and diversity.
- Executive is committed to providing services and publications to the public in as many languages as possible in addition to English and has fostered rich cultural diversity in the make-up of the Ministry workforce to achieve this commitment.
- The Ministry ensures policies and legislation are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve ministry programs and services to ensure that they are supportive of BC's multicultural society.

Key Processes, Policies and Structures in Support of Multiculturalism

- The Ministry's Customer Relationship Management Strategy acknowledges the wide cultural diversity of the province and is able to provide service in many different languages based on its diverse employee population.
- The Ministry's Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all Ministry clients.
- The Ministry makes financial and program information available in Chinese and Punjabi, and public affairs staff assist a wide range of ethnic media with queries about financial issues and requests for interviews with the minister. The Ministry also keeps informed on issues of importance to members of the multicultural community and promotes their participation in the annual budget consultation process.
- Ethnic language service is available to customers in many communities outside of major cities.
- Employees working in Surrey, Vancouver and Victoria who speak or write another language other than English communicate with our customers via telephone or email.
- All employees of the Ministry have access to discrimination and harassment prevention training.
- Ministry-specific new employee orientation materials include cultural sensitivity and diversity information.
- Wellness program and social events reflect the varied interests and issues of our ministry's workforce, and are targeted to people of all ages and cultural backgrounds.
- Promotion of our Ministry's diversity includes articles, images and photographs of employees belonging to all cultures.
- Flexible work options are supported which respects employees' needs while meeting business requirements.
- The Ministry is including cultural sensitivity and diversity training in its training for hiring managers.

Highlights of Initiatives:

- Communication activities included:
  - Chinese and Punjabi translations of the 2011 budget update highlights and budget consultation papers
  - Brochures and videos about HST in both Chinese and Punjabi were provided;
  - The HST Independent Advisory Panel's report, the Voter's Guide, and HST Information Center website will be available in Chinese and Punjabi (currently in translation);
  - The Taxpayer Fairness and Service Code has been translated into eight different languages including Simplified Chinese, Traditional Chinese, French, Japanese, Korean, Punjabi, Tagalog (Filipino) and Vietnamese. These translations represent some of the most common languages spoken at workplaces in the province.
- The Ministry hosted a delegation from the government Office Administration of the State Council of the People's Republic of China with the assistance of employees who spoke Mandarin. Other staff familiarized themselves with the customs and cultural information in preparation for this meeting with Chinese officials.
- The Ministry submitted two interesting and challenging proposals for the 2011 Aboriginal Youth Internship Program;
- The Ministry has incorporated diversity and multiculturalism into its human resource materials, programs, training, and employee communications, and will continue this practice.

- The Ministry remains committed to following government hiring practices that are fair and equitable and based on the principles of merit.
- The Ministry supports new employees requiring enhancement to language skills through Advanced ESL classes and provides opportunities for employees to showcase their heritage to others with presentations and other activities.

Ministry of Forests, Lands and Natural Resource Operations

Mandate

The Ministry of Forests, Lands and Natural Resource Operations consolidates policy administration and Crown resource management to provide integrated services to British Columbians, fulfilling government's commitment to simplify authorization processes for activities on the land base under a single land manager. By bringing provincial natural resource operations together into one ministry, we can make more informed decisions that fully consider the environmental, social and economic factors of land and resource use.

Executive Commitment to Multiculturalism

The ministry is committed to creating a work environment that reflects, respects and values the diversity of British Columbia; provides a workplace that is free of racism, harassment and discrimination; and ensures equal opportunity for full participation and access to all services within the communities they serve.

We support the Province's commitment to a New Relationship with Aboriginal peoples and continue to engage, consult and accommodate First Nations interests and values while providing responsible access to land and resources.

Key Processes, Policies and Structures in Support of Multiculturalism

The ministry reviews and evaluates policies, programs and services continuously to ensure they are fair, equitable and do not impose barriers. We recognize the many benefits of eliminating discrimination from the workplace and continue to support programs aimed to create an inclusive working environment.

Highlights of Initiatives

- Sessions on First Nations cultural awareness.
- Distribution of materials promoting diversity.
- Training opportunities encouraging staff to eliminate racism and appreciate cultural diversity.
- Training on government policies prohibiting discrimination in the workplace.
- Continued employment of Aboriginal fire crews.
- Ongoing participation in the Aboriginal Youth Internship Program.
- Training to First Nations in Crown land policies and procedures.

Ministry of Health

Mandate

To guide and enhance the province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health.

Executive Commitment to Multiculturalism

The Ministry of Health has overall responsibility for ensuring quality, appropriate, cost effective and timely health services are available to all British Columbians. The ministry works with health authorities, care providers, agencies and other groups to provide customized care that addresses the unique needs of patients and specific patient groups. Health system values that guide organizational behaviour include:

- Citizen and patient focus which respects the needs and diversity of all British Columbians;
- Equity of access and equity in the quality of services delivered by government; and
- Access for all to quality health services.

Key Processes, Policies and Structures in Support of Multiculturalism

The health system human resources plan includes strategies to support the delivery of services in a culturally responsive manner and to support diversity in the health sector workforce, including:

- Continued attraction and retention of internationally educated health professionals through the expanded B.C. Provincial Nominee Program, through expedited immigration processes;
- Continued competency-based assessments for internationally educated nurses seeking registration with the College of Registered Nurses of B.C. in order to practice;

- Continued implementation of regulatory reform under the B.C. Health Professions Act to enable provisional and restricted/ conditional licensure to practice by health professionals unable to meet the requirements for full licensure in B.C.;
- Expansion of the international medical graduates B.C. postgraduate medical education program for retraining or completion of medical education of internationally educated physicians to qualify for full licensure. Forty new entry-level positions in family medicine will be added over five years and at full expansion an expected 58 entry-level positions or 134 internationally educated physicians in training at any one time;
- Establishment of a tri-partite First Nations health council steering committee focussed on Aboriginal health human resources issues including dedicated post-secondary seats for Aboriginal health professionals; cultural competency framework for regional health authorities; designate senior staff in the 16 health delivery areas; development of First Nations health professionals;

- The Vital Statistics Agency continued to provide translations in Punjabi, Chinese and Vietnamese.
- The Tripartite First Nations Health Plan (TFNHP) was established to create fundamental change for the improvement of the health status of First Nations in B.C.;
- The ministry is leading the development of a provincial dental strategy with the Tripartite Aboriginal Maternal Child Health Cluster, to address oral health status of Aboriginal and First Nations children;
- Continued to liaise with the multicultural advisory council to address policy and programs serving the unique needs of ethno-cultural seniors;
- Continued to ensure that health protection information, education and support tools are accessible, understandable, relevant and timely;
- HealthLink BC continued to provide B.C. residents with 24/7/365 non-emergency health information via phone (8-1-1), accessible in more than 130 languages and online at www.HealthLinkBC.ca. The Seniors Information Line available between 8:30 a.m. and 4:30 p.m. also continued to provide similar translation services;
- HealthLink BC continued to promote awareness of its programs by participating in ethnically diverse health fairs and trade forums throughout the year.
- Health Insurance BC provided Fair PharmaCare registration service (available between 9 a.m. and 3:30 p.m.in Mandarin, Cantonese and Punjabi;
- Fair PharmaCare brochures are made available in Punjabi, Chinese and French and patient information sheets in Chinese and Punjabi

Highlights of initiatives

The ministry is committed to expanding public access to health services and information to support British Columbians' efforts to maintain and improve their health. Initiatives include:

- Continued Respectful Workplace training for ministry teams, which included a Human Rights Act component;
- Aboriginal ActNow BC Challenge mobilizes Aboriginal people to live active, healthy lifestyles;
- Worked with the Ministry of Children and Family Development to implement Jordan's Principle, an initiative to remove jurisdictional barriers to ensure that First Nations children on reserves receive the same health services as other children;
- Partnered with First Nations and Aboriginal communities, First Nations Health Council, and First Nations and Inuit Health, to develop a Tripartite First Nations and Aboriginal maternal and child health five-year strategic plan, Strategic Direction for BC First Nations and Aboriginal Maternal & Child Health 2010-2016 (January 2011);
- Provided funding to support the Northern Aboriginal HIV/AIDS Task Force's Northern Chiefs leadership forum on HIV;
- Translated and distributed products such as Helping Seniors Live Well: BC Seniors' Guide (available in Chinese, Punjabi, French and posted on SeniorsBC.ca) and Healthy Eating for Seniors, with food and recipes adapted for cultural food preferences (available in print/DVD in Chinese and Punjabi);
- Funded QuitNow by Phone service to help adults quit smoking, with translation in 130 languages;
- Provided funding to support horticultural assistance to create and sustain community gardens in 17 remote First Nations communities;
- Supported ethnic restaurants and First Nations, Métis and Inuit food service

establishments to comply with the BC transfat regulation;

- ActNow BC Athlete Ambassadors with multicultural backgrounds attended numerous multicultural events across B.C.;
- Caring About Food Safety is a free web based tool translated into multiple languages;
- Revisions to the meat inspection regulation addressed a number of specific multicultural needs, such as kosher meats;
- Established an Indigenous health working group, comprised of individuals interested in pursuing a collaborative cross-border approach in addressing health challenges;
- HealthLink BC published the BC HealthGuide Handbook in Chinese, Farsi, French and Punjabi, the HealthLink BC Files in French, Chinese, Punjabi, Farsi, Spanish, and Vietnamese and the BC Seniors' Guide to healthy eating in Chinese, French and Punjabi;
- Mental health review board (MHRB) panel members received training to accommodate patients by extra informality and flexibility when English is not the patient's first language;
- The MHRB pays for interpreters at hearings when requested/suggested by the patient's advocate, the hospital representative or ministry staff.

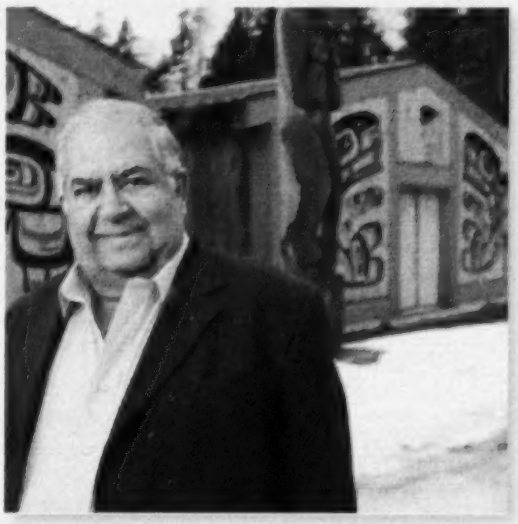
Ministry of Jobs, Tourism and Innovation

Mandate

The Ministry of Jobs, Tourism and Innovation's work is guided by the vision that: British Columbia's globally competitive economy supports jobs and the success of families and communities across the province.

The Ministry's portfolio includes programs that promote a supportive and attractive business environment in B.C. These programs bolster innovation and competitiveness, economic development in all regions, effective marketing of B.C.'s goods and services and investment opportunities, and the promotion of tourism opportunities in B.C.

Our immigration and labour market programs ensure that British Columbia's highly-skilled and globally-competitive workforce drives innovation and economic growth in all sectors and all regions. Ministry programs, policies, research intelligence, sector leadership and relationship-building all work together to ensure a strong future: enhancing British Columbia's economic position, capitalizing on emerging opportunities, and tapping into the potential for exceptional job growth and a robust economy.



Executive Commitment to Multiculturalism

The Ministry recognizes the wide-ranging social and economic benefits associated with multiculturalism. Ministry programs present opportunities to showcase British Columbia's exciting multicultural identity to the world and also to build on our inherent linkages around the globe. The Ministry fosters an environment of trust and respect, and works to ensure that

the work environment is free of discrimination, harassment or racism.

The Ministry employs staff in our many offices in and out of the province, who are not only reflective of BC's diversity, but who are also able to implement local and international programs and policies in a culturally sensitive manner.

Key Processes, Policies, Structures in Support of Multiculturalism

The Ministry has a strong commitment to provide information about B.C. programs and opportunities in languages and culturally-appropriate formats for newcomers to BC, those considering relocating to work or settle here, and to prospective international business partners, investors and tourists. To foster a work environment that demonstrates it values individual and cultural differences, Ministry employees continue to be supported to build their skills and knowledge in areas such as discrimination and violence prevention, leading within an environment of trust and diversity awareness. In 2010/11 the Ministry also supported the Aboriginal Youth Internship Program, which provides unique employment experiences in the Ministry to Aboriginal youth.

Highlights of Initiatives

Internal Initiatives:

WelcomeBC, which is the province's strategic framework for immigrant settlement and integration programs and welcoming communities initiatives, supports a range of initiatives that promote multiculturalism and awareness not only at the community level but also within the ministry.

Cross-cultural sensitivity and international savvy are essential in the execution of our business. Our team is highly representative of the multi-cultural communities that make up British Columbia. For example, within the International Trade and Investment Division alone, 35 people can communicate in a language other than English, including more than 20 languages and specific dialects of Chinese. Likewise, in the Labour Market and Immigration Division, there are approximately 18 different languages spoken by employees. This contributes to a strong internal culture of diversity.

External Initiatives:

- Many of the resources and supports offered by the Ministry in 2010/2011, have been developed in languages that are accessible to diverse audiences. Websites, phone lines, key tools, program guides and customer support services are offered in numerous multilingual formats for tourists, investors, business partners, and immigrants. This includes Visitor Servicing out of the Vancouver International Airport that is available in 170 languages, and publications such as the *BC Newcomers' Guide* which is available in 11 languages.
- British Columbia, Canada's Pacific Gateway, features prominently at international trade events through signage and materials translated into Mandarin, Cantonese, Korean and Japanese.
- B.C. continues to ensure that trade agreements allow for the use of cultural subsidies, facilitate the recognition of foreign occupational credentials, and support initiatives related to aboriginal peoples. For example, B.C.'s New West Partnership Trade Agreement, signed with Alberta and Saskatchewan in April 2010, recognizes the importance of multiculturalism.
- The Ministry's tourism marketing and development divisions have overseen the introduction of many programs geared for multi-cultural audiences, including:
    - Ongoing consumer, travel trade and travel media relations programs in Europe (UK, Netherlands, Germany, France) Asia (Japan, Korea, China, India) and Mexico
    - A French language program is being piloted at the Visitor Centres at Peace Arch, the Vancouver International Airport and Golden.

- The development of two new *Tourism Business Essentials Guides* on how British Columbia's tourism operators can better understand and attract the emerging Chinese visitor market, and become more aware of cultural and heritage tourism.
- WorldHost customer service workshops educate tourism frontline staff throughout BC about the service expectations of various international target markets. There were 575 participants in the Japanese Service Expectations workshop and 1,026 in the Service Across Cultures workshop.
- Following the awarding of Approved Destination Status for Canada, the Service for Chinese Visitors workshop was developed by the WorldHost Training Services team, and launched at the BC Tourism Industry Conference in October 2010. Approximately 100 individuals participated.
- The ministry continues to work with the Aboriginal Tourism Association of B.C. on the implementation of programs that develop and market Aboriginal tourism products.

Immigration, Settlement and Labour Market Programs

- Approximately 19,500 BC newcomers were served by settlement-focused language training programs, which include curriculum about Canadian values related to multiculturalism and diversity.
- Settlement information and referral services for newcomers helped 85,000 clients adjust to Canadian society and BC's education system through services offered at settlement agencies and services delivered at 1,000 BC schools under the Settlement Workers in Schools program - a finalist for the Premier's Award for Partnership in 2011.
- Support was provided for a range of employment initiatives for immigrants (e.g. working with employers to create workplaces where immigrants are welcomed and valued). To date more than 10,000 immigrants have participated with an employment success rate of 70%.
- Through the English as a Second Language Services for Adults Program, $1.88 million was disbursed to 45 programs in rural and remote communities that served over 800 learners; recipient of the European Association for the Education of Adults 2011 Grundtvig Award (International Category) for excellence in adult education.
- The *Canada-BC Foreign Credential Recognition Agreement* was signed in August, 2010. Under this agreement, the Ministry will support a range of projects and initiatives to address the barriers faced by internationally trained workers as they move toward successful integration into the labour market. A project example includes the development of 40 occupation-specific guides that will help immigrants understand the pathway to employment in their chosen field.
- In November 2010, the Ministry announced *Skills for Growth: BC's Labour Market Strategy to 2020*. A key priority and vision of the strategy is that by 2020, British Columbia will have a welcoming environment that is internationally recognized as one of the best places for newcomers and their families to arrive and work, live, study and invest.

Ministry of Labour, Citizens' Services and Open Government

Mandate - Citizen Services and Open Government

Citizens' Services and Open Government plays a leadership role in transforming how citizens and clients interact and receive services from government. The Ministry provides front-line services to citizens on behalf of other ministries, and is committed to citizen-centred service delivery and the advancement of innovation and collaboration across government. The Ministry is responsible for modernizing the internal operations of government, providing much of the enabling infrastructure and services that government needs to perform core business operations efficiently and effectively.

Executive Commitment to Multiculturalism

Citizens' Services and Open Government is building a strong and capable organization that values diversity in the workplace and ensures that individuals are treated with respect and dignity. The Ministry strives to have a workforce that reflects the diversity of the public we serve.

Citizens' Services and Open Government works to deliver programs and services in a manner that treats everyone fairly, equitably and respectfully and supports staff activities that promote awareness of diversity and multiculturalism, including training and development activities.

Key Processes, Policies and Structures in Support of Multiculturalism

Citizens' Services and Open Government continues to collect and monitor employment equity in the B.C. Public Service (BCPS). The purpose of this project is to determine the representation of visible minorities, Aboriginal persons and persons with disabilities in the BCPS. BC Stats collects this information and releases annual Workforce Profile reports in June; the reports compare the BCPS to the B.C. market (available workforce) and the general population.

Each year, ministries are required to complete an annual workforce plan that articulates their human resources needs, challenges, opportunities and strategies. Ministry workforce plans are guided by the corporate human resources plan, Being the Best, which introduced three culture statements this year, one of which is "The BC Public Service supports the diversity, professional development and career aspirations of its employees". This year, ministries were required to include a description of their diversity and inclusiveness strategy and actions in their annual workforce plan, which is published for employees.

The Diversity Awareness Education Pilot Session held in July helped build internal knowledge about diversity and the cultural competency of BCPS employees. This pilot session is part of a larger initiative that includes partnerships with the Multiculturalism and Inclusive Communities Office (MICO), the Ministry of Aboriginal Relations and Reconciliation (MARR), Citizens' Services and Open Government as well as the BC Public Service Agency (PSA).

Each component of the day was structured in a non-threatening and optimistic tone. This foundational course is now being considered by the PSA and WLPS for broader applicability to the BCPS.

One of Citizens' Services and Open Government key performance measures is the percentage of First Nations with access to broadband facilities. The ministry collaborates with First Nations organizations and the federal government on a shared goal of connecting 203 First Nations in support of the Transformative Change Accord. Broadband connectivity in rural and remote areas will provide access to healthcare information, online educational opportunities, and government services online, as well as facilitate community economic development and the preservation of culture and languages that, together, will help bridge the socio-economic gap.

Highlights of Initiatives

Internal Initiatives:

- Citizens' Services and Open Government has collaborated with MARR to create the Aboriginal Relations Resource Centre, a new component of the corporate employee intranet to help all members of the BCPS work more effectively and respectfully with Aboriginal communities, organizations and people.
- Citizens' Services and Open Government partnered with MARR to expand available tools allowing government employees to more easily facilitate First Nation referrals through Front CounterBC. New services increased the ease of determining which First Nations would be contacted and included in the referral process for permit applications.

External Initiatives:

- Citizens' Services and Open Government and MARR collaborated to identify opportunities for Service BC locations to develop culturally and community appropriate welcome signage in First Nation languages.
- Customer service providers in the ministry, such as EnquiryBC, Queen's Printer and Information Access Operations, offer more than one language which, in turn, allows B.C. citizens to be assisted in their preferred language.
- Citizens' Services and Open Government provides privacy advice, support and training to not-for-profit multicultural associations.
- For the last three years, Citizens' Services and Open Government has designed and developed web properties to support WelcomeBC's mission to attract newcomers to B.C., to improve workforce attachment and to support multicultural communities in B.C. This program is currently within Ministry of Jobs, Tourism and Innovation.
- In June 2010, the EmbraceBC website was launched which encourages a culture of inclusion that accepts and embraces difference by promoting multiculturalism and eliminating racism. EmbraceBC provides funding for community stakeholders to develop projects in support of eliminating racism, engaging communities and facilitating partnership development.
- In partnership with Jobs, Tourism and Innovation, Citizens' Services and Open Government deployed an innovative Google Maps application on the WelcomeBC website that provides assistance to immigrants by highlighting local settlement services and programs. Key focuses include English language training, employment bridging programs and community connections that support all newcomers to British Columbia.

Ministry of Labour, Citizens' Services and Open Government - Labour Component

Mandate - Labour

To ensure safe, healthy and fair workplaces where employers and workers prosper and contribute to BC's economic growth and prosperity.

Labour Executive Commitment to Multiculturalism

The Ministry of Labour, Citizens' Services and Open Government recognizes the multicultural make-up of today's labour force and supports diversity in the services it provides to clients and in the structure of the ministry's own workforce. As Labour's executive, we are making significant achievements towards ensuring that all workers in British Columbia, including newcomers to our province, are informed about their rights and responsibilities in the workplace and how they can receive assistance by providing this information in several different languages. Our multicultural education and training strategies have enabled us to extend our outreach to some of British Columbia's most vulnerable workers.

Key Processes, Policies and Structures in Support of Multiculturalism

Cumulatively, Labour staff can speak and/or write 15 languages other than English. These language skills are used to inform and educate multicultural audiences about the role of the Ministry and the services we can provide to them. This is achieved by participating in ethnic media opportunities and intra- and inter-governmental working groups and initiatives that deal with sectors of the economy where there is a strong multi-cultural presence or focus, such as Temporary Foreign Workers and the Seasonal Agricultural Workers Program.

Highlights of Initiatives

- Translated materials, including the Guide to the Employment Standards Act, specific sectoral information and various factsheets that are available in print and on the Employment Standards Branch website in Punjabi, Spanish, French, Chinese, Filipino and Korean
- Educational appearances on TV and radio conducted in Mandarin, Cantonese and Punjabi
- Participation in the Immigrant Public Legal Education and Information Consortium Project which delivers public legal and education information to new immigrants
- The use of Language Line to ensure instant translation into 100 languages
- Informational seminars targeted for First Nations peoples
- Seminars targeted to new immigrant workers and or business owners

Ministry of Public Safety and Solicitor General

Mandate

The Ministry maintains public safety through a portfolio that includes corrections, policing, crime prevention, liquor, gaming, victim services, addressing violence against women, emergency management, coroners service, road safety, fire safety, combating trafficking in persons, civil forfeiture, and consumer protection.

Executive Commitment to Multiculturalism

The Executive Committee ensures Ministry legislation, policies and programs reflect multicultural needs and the principles of the Multiculturalism Act.

Highlights of Initiatives

Gaming Policy & Enforcement

- The Problem Gambling Hotline has staff fluent in 11 languages and includes access to translation services. Problem and responsible gambling information materials are available in French, Chinese, Punjabi, Vietnamese and Korean. Aboriginal oriented programs are also offered.
- Community Gaming Grants support social services, youth culture, and sport, and multicultural groups are eligible to apply for grants under these categories.
- The BC Lottery Corporation's Social Responsibility Charter formalizes its commitment to support diverse communities and foster respect and empowerment among employees regardless of race or place of origin.
- The BC Lottery Corporation offers lottery retailer certification tests in English, Korean, Chinese, Punjabi and Vietnamese.

Corrections

- Recruits widely to exemplify cultural diversity, and provides training in multicultural awareness and discrimination prevention.
- Offers culturally-adapted relationship violence and substance abuse programs for court-ordered individuals with language barriers.
- Aboriginal service providers deliver spiritual leadership, counselling and cultural programs in all custody centres to facilitate offender reintegration.
- Direct funding for the national Aboriginal Justice Strategy to support community-based services for Aboriginal offenders in 35 communities across the province.
- The Native Court-worker Program, a federal-provincial program covering 74% of BC courthouses, helps aboriginal persons navigate the justice system.

Policing and Security Programs

- Works with First Nations, Aboriginal and multicultural communities to provide specialized services and support programs.
- Sponsors the Provincial Committee on Diversity and Policing, comprised of police, public safety agencies, and representatives with ethnic backgrounds.

- BC and Canada have committed funds for new RCMP Detachment buildings in the Kitasoo and Kwadacha First Nations, helping the RCMP maintain necessary service levels and ensure public safety in these isolated communities.
- BC and Canada coordinated the 5th First Nation Policing Conference focused on improving relationships and accountability between police and First Nations.
- New policing agreements with seven Hazelton-area Bands and the Kitasoo First Nation ensure culturally sensitive policing services specific to community needs.
- Developed and distributed to police agencies a workshop package around 'The Spirit Has No Colour' - a film promoting positive police-Aboriginal relations.

Emergency Management BC

- Supports local authorities' development of culturally appropriate emergency response and recovery plans.
- Established the Integrated Disaster Council of BC, comprised of disaster response agencies, multicultural groups, and the First Nations Emergency Services Society. A Letter of Agreement with Indian and Northern Affairs Canada pledges Ministry support for required emergency measures.

Office to Combat Trafficking in Persons (OCTIP)

- OCTIP, Canada's only government office focused on preventing trafficking and protecting trafficked persons, maintains ongoing dialogue with immigrant and refugee organizations to identify and protect trafficked persons.
- Partners with multicultural and Aboriginal organizations to provide language appropriate and culturally sensitive services to trafficked persons, including:
- Through an Aboriginal Program and Research Analyst, engaged aboriginal communities and organizations in addressing human trafficking;
- Ongoing dialogue with communities where trafficked persons often emerge;
- Produced Pocket Cards in 14 languages with information on Human Trafficking and a toll-free number to call for assistance;
- A toll-free number that directs callers who are unable to communicate in English to an over the phone interpretation service;
- Developed the 1st Human Trafficking Training Curriculum in Canada. The Training Advisory Committee included representatives from Aboriginal, Settlement and Interpretation organizations, Multicultural Victim Services, and immigrant and refugee service networks;
- Information sessions to Latin American and Vietnamese service providers.

Liquor Control and Licensing

- Offers educational videos on provincial liquor laws affecting bars and restaurants (available in simplified Chinese and Korean languages).
- Maintains contract with the Provincial Language Service for Interpreter Services for use by liquor inspectors and licensing staff as required.

Victim Services and Crime Prevention

- Offers specialized multicultural and Aboriginal victim services and outreach support for women impacted by violence.
- Supports VictimLink BC, a toll-free service in 130 languages (including 17 Aboriginal languages) that provides information and referral services to victims of crime, including women who have experienced violence.
- Funds multicultural specific victim services, counselling and outreach programs for women who are victims of violence (includes Aboriginal-specific services).

- With Citizenship and Immigration Canada and WelcomeBC, offers enhanced services for newcomers to Canada who are victims of violence, including cultural supports and justice system information on what constitutes a crime in Canada.
- With Justice Canada, undertook a Healing the Circle project focused on service delivery best practices for Aboriginal crime victims.
- The Ministry – in partnership with police, corrections, transition homes and victim service programs – supports a project targeting rural and isolated women who are victims of crime (including Aboriginal, immigrant, and refugee women).
- The Ministry partners with the Vancouver Foundation, federal Department of Heritage and the Justice Institute of BC to report on the empowerment of immigrant and refugee women who are victims of relationship violence.

Ministry of Social Development and Minister Responsible for Multiculturalism

Mandate

The vision of the Ministry of Social Development is of a province in which every British Columbian is able to achieve his or her social and economic potential. The ministry focuses on delivering responsive, innovative and integrated services to individuals and families by providing the best system of supports in Canada to British Columbians with disabilities and offering unemployed and underemployed British Columbians access to programs and services that allow them to find work, attach to the labour market and secure their future.

Executive Commitment to Multiculturalism

The ministry provides programs and services that are responsive to the needs of our diverse client group, and supports public service initiatives to create a culturally diverse workforce.

Key Processes, Policies and Structures to Support Multiculturalism

New employees are provided with information about diversity issues and discrimination prevention. The ministry's Service Code, Service Standards and the BC Public Service shared corporate values define expectations as we interact with clients, stakeholders and each other.

Highlights of Initiatives

- **Employment Assistance Services:** The ministry's Employment Assistance Services provide employment services for unemployed BC residents including services targeted towards immigrant populations that take into consideration linguistic and cultural challenges.

- **BC Employment Program:** This program has the flexibility to provide individualized employment programming to multicultural income assistance clients. Specialized English as a Second Language/ immigrant services are provided in the Lower Mainland. Half of these services are provided through community agencies that have the expertise to assist immigrant clients to bridge employment, language and cultural differences that may exist. Translation services are readily available in more than 25 languages.
- **Employment Program for Persons with Disabilities:** This program includes services provided through SUCCESS, which has launched the first multicultural employment program for persons with disabilities in Canada.
- **Bridging Employment Program and Community Assistance Program:** These programs assist clients to overcome barriers to independence, achieve employment through training and support services, improve their quality of life and participate more fully in their community. This includes English as a Second Language services.
- **Aboriginal Employment Supports:** The relationship between Aboriginal Skills and Employment Training Strategy (ASETS) agreement holders and the First Nations Social Development Society has been formally recognized and encouraged through the signing of a Memorandum of Understanding with the ministry, aimed at improving the participation of Aboriginal persons in the BC labour market. This has resulted in the steady increase of ministry client participation in ASETS programs which provide pre-employment and employment programs and services for Aboriginal people.
- **Government Non-Profit Initiative (GNPI):** GNPI initiated an Aboriginal Relations Working Group which is now being led by the BC Association of Aboriginal Friendship Centers. They are working to develop a Labour Market Partnership on Aboriginal Human Resource issues, among other key priorities.
- **Multiple Languages for BC Employment and Assistance**: For clients with language barriers who are unable to comprehend or communicate through written or spoken English, the ministry provides access to contracted interpretation services by telephone and in person. Ministry staff are expected to assess clients for comprehension while conducting ministry business. Upon a client's request, or when it is identified that the client is unable to comprehend what is being communicated due to a language barrier, staff offer the client a ministry contracted professional interpretation service. The ministry contracts with professionally trained interpreters who are familiar with ministry programs and procedures. The use of the ministry contracted professional interpretation services is preferred. However, in cases where appropriate services are not available or the client declines the interpreter offered by the ministry, the client is permitted to use an interpreter of their choice, including a family member, friend or advocate.
- **Ministry Policy:** The ministry also has the following policies with the goal of providing excellent service and accommodation to clients: Duty to Accommodate, Designated Worker, Home Visits, Information Alerts, Staff Assisting Clients (staff will assist clients when the client requires or requests assistance; including help to obtain documents or providing clients information or requests in writing). Refresher training on these policies was provided to approximately 1,500 front line staff in September 2010.

- **EmbraceBC Multicultural Programs:** EmbraceBC supports and funds community based projects that effectively address racism and encourage multiculturalism throughout BC:
  - Fifteen Arts Engagement projects were funded to increase public awareness of social, cultural, ethnic, linguistic and cultural diversity through various artistic mediums and 11 inter-faith projects were funded to promote relationships between diverse faith groups.
  - Over 1,400 people participated in 10 community engagement dialogues that focussed on building relationships between various sectors of government and diverse cultural communities including Aboriginal and non-Aboriginal peoples, youth and elders and recent and long-time immigrants. The focus in 2010/11 was on ensuring the involvement of Aboriginal peoples in all the communities.
  - The Organizing Against Hate and Racism programs enhance the ability of rural communities to effectively respond to incidents involving racism and hate. Four communities were funded in 2010/11: Fort St. James, Salmon Arm, Hope and the Lower Sunshine Coast. In addition, funding was provided for six regional networks across BC to support networking, sharing and developing regional anti-racism and anti-hate resources.
  - EmbraceBC continues to participate on the BC Hate Crime Team, an integrated cross-ministry team dedicated to increasing awareness and the reporting of hate crimes.
  - In order to address an increasing shortage of qualified anti-racism trainers in BC, EmbraceBC funded the Anti-racism Training Research project that focussed on strategies to develop qualified anti -racism trainers around the province.
  - The BC People Portraits of Diversity project, a unique storytelling project funded by EmbraceBC, weaves text, audio, video and interactive capabilities in a multimedia suite of tools to showcase the diverse human narratives that comprise the many cultures of BC.
  - Embrace Our Humanity, an EmbraceBC Public Education project, is a series of on-line educational resources on multiculturalism and eliminating racism. The tools are intended to challenge how we think and to cultivate patterns of behavior that promote unity while both celebrating and valuing diversity.
  - The ministry has participated in the provincial Aboriginal Youth Internship Program for several years.

Ministry of Transportation and Infrastructure

Mandate

The Ministry of Transportation and Infrastructure plans transportation networks, provides transportation services and infrastructure, develops and implements transportation policies, and administers many related acts and regulations. The Ministry also administers federal-provincial funding programs to build sustainable communities.

The Ministry opens up B.C. through innovative, forward-thinking transportation strategies that move people and goods safely, and fuel our provincial economy. Improvement of vital infrastructure is a key goal, along with enhancing the competitiveness of B.C.'s transportation industries, reducing greenhouse gases and providing B.C. with a safe and reliable highway system.

Executive Commitment to Multiculturalism

The ministry is committed to providing services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. We remain committed to effective communication strategies that foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry, and place of origin, to support the individual and collective needs of our diverse workforce and the citizens we serve.

Key Processes, Policies and Structures in Support of Multiculturalism

The ministry ensures all legislation and policies are produced in a manner consistent with the principles and objectives of multiculturalism. We develop policies and assess their impact on British Columbians with respect to ethnicity, ancestry, cultural heritage, religion, and place of origin.

Highlights of Initiatives

The ministry pursues opportunities with First Nations to stimulate economic development

and relationship building in the delivery of transportation projects through:

- Contracts, employment agreements and Aboriginal youth internships;
- Participation at workshops focusing on building a greater understanding and respect for each other; and
- Participation at ceremonial events as projects develop.

The ministry focuses on creating cultural awareness and understanding among employees and the people of British Columbia through initiatives such as:

- Working with the Musqueam Indian Band and other First Nations on plans for a cultural and heritage recognition area at the St. Mungo/Glenrose site to promote its archaeological significance to First Nations, archaeologists and the public;
- Contracting with First Nations to manage archaeological assessment contracts as part of construction projects thus allowing First Nation elders the opportunity to pass on traditional knowledge to younger generations as archaeological finds are uncovered; and
- Installing multilingual guide signs on the Highway 99 corridor from West Vancouver to Whistler as a result of consultations with First Nations on the Sea to Sky Transporation Improvement project.

The ministry organized career information sessions for First Nations communities to encourage young people to consider careers in the public service which included:

- Visiting 21 First Nation communities within the northern region and four educational institutions to provide information packages; and
- A career awareness day held in the Esceteme First Nations community with over 100 community members in attendance.

British Columbia Assessment Authority

Mandate

The British Columbia Assessment Authority (BC Assessment) is a Crown corporation, created in 1974 under the Assessment Authority Act, and governed by a Board of Directors. Its mandate is to establish and maintain an independent, uniform and efficient property assessment system throughout B.C. in accordance with the Assessment Act. BC Assessment produces annual assessment rolls at market value and issues annual notices to more than 1.9 million property owners. The annual assessment roll is the basis for local taxing authorities to raise more than $6 billion in property taxes.

Executive Commitment to Multiculturalism

BC Assessment's Executive Management Committee supports multiculturalism initiatives and employment diversity at the operational level. The overall responsibility is within the Office of the President and Chief Executive Officer. The Communications Department is responsible for the distribution of public information including publications, ethnic media relations and advertising and the public website. BC Assessment's 2011-2013 Service Plan outlines the goals, strategies and performance measures for the organization.

Key Processes, Policies and Structures in Support of Multiculturalism

BC Assessment supports the delivery of 1.9 million assessment notices to property owners in January of each year with information about the assessment process. BC Assessment's commitment to multiculturalism and diversity is promoted to all employees and the public as part of the annual Property Assessment Communications Campaign. BC Assessment's Human Resources Department's hiring practices support diversity in the workplace (e.g. recruitment ads show age/culture/gender diversity).

Highlights of Initiatives

- The annual Assessment Notice and Assessment Insert (brochure) are translated into 14 languages other than English and made available on BC Assessment's public website.
- In 2010-11, BC Assessment provided assessment rolls and services on a contract basis to 55 First Nations in British Columbia that have the authority to establish independent real property taxation systems. A formal customer satisfaction survey of this client group is undertaken every second year.

- BC Assessment has an internal Language Skills Bank (volunteer program) located on its Intranet site as a staff resource. The purpose of the program is to connect employees who have language skills other than English to help customers with oral or written questions in a wide variety of languages during peak business periods.
- BC Assessment staff are available, upon request, to make presentations to ethnic media, local government and community organizations to promote and publicize access to BC Assessment's services. B.C.'s ethnic media (e.g. Fairchild TV-Chinese media) are included on news release distribution lists and some BC Assessment spokespeople are supported to conduct interviews with ethnic media outlets.
- BC Assessment created special radio and print ads for select Punjabi and Chinese media outlets in the Lower Mainland to raise awareness for the property assessment process and release of the 2011 Assessment Roll.
- Each year, Communications purchases Multifaith Action Society wall calendars for distribution to area offices to promote the different spiritual beliefs and cultures of the communities we serve.
- BC Assessment staff has hosted delegations from other nations (e.g. Ireland, Cambodia) or visited other nations (e.g. China) to share information about British Columbia's property assessment system.

BC Games Society

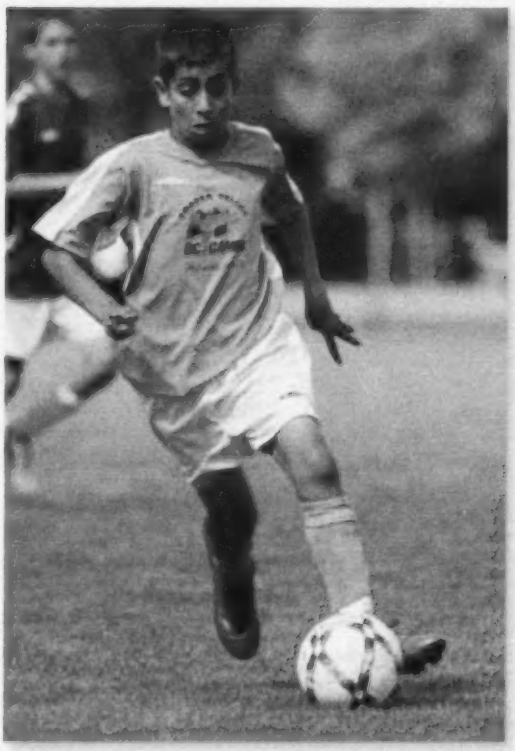
Mandate

"To provide an opportunity for the development of athletes, coaches, and officials in preparation for higher levels of competition in a multi-sport event which promotes interest and participation in sport and sporting activities, individual achievement, and community development."

Executive Commitment to Multiculturalism

As described in our Society's Vision and Values statements posted at bcgames.org

- BC Games Society board represents a model in leadership and governance
- progressive management practices and personnel policies reflect a fair and equitable work environment indicative of a healthy workplace and organization
- commitment to broad social issues affecting all British Columbians including health and wellness, personal and community development, equity, access and inclusiveness is demonstrated
- the organizational culture honours both the individual and the contribution of the team



Key Policies and Structures in Support of Multiculturalism

- the BC Games Society board of directors is consistently comprised of members from across the province including the First Nations' community and visible minorities
- host community mayors and council are encouraged to recruit their boards of directors based upon these same principles
- past and current practice by BC Games Society staff in each host community is to advise volunteers on the importance of highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, games' time entertainment and hospitality, and volunteer recruitment

Highlights of Initiatives

- through our Shareholder's Letter of Expectation, continue to collaborate with sport system partners to promote the growth of ethnic sport

BC Housing Management Commission

Mandate

BC Housing is the provincial crown agency that develops, manages, and administers a wide range of subsidized housing options.

Our mandate is to fulfill the government's commitment to the development, management and administration of subsidized housing as reflected in an Order-in-Council under the Housing Act establishing the British Columbia Housing Management Commission (BC Housing) in 1967. As of 2010/11 our mandate expanded to include responsibilities for the administration of the Homeowner Protection Act including strengthening consumer protection for buyers of new homes and helping bring about improvements to the quality of residential construction.

Our vision is housing solutions for healthier futures.

Our values are integrity, respect, commitment, service and accountability.

Executive Commitment to Multiculturalism

BC Housing's executive commitment to multiculturalism is evident in the many initiatives and events listed in the following sections.

Key Processes, Policies, Structures in Support of Multiculturalism

The anticipated skills shortage will likely result in BC Housing and other BC employers seeking to recruit off-shore talent. To help the organization recognize the value of and build appreciation for the contributions of people from around the world, BC Housing holds an annual Multiculturalism Day where new Canadians can share their food, culture, and stories about immigrating to Canada. The intention is to start to pave the way for bringing

people in from other countries, and to raise awareness about the length of time it might take to create understanding of a new culture / language.

Highlights of Initiatives

Internal Initiatives:

At a combined celebration for Canada Day and Canadian Multiculturalism Day on June 30, 2010, BC Housing celebrated its diversity and showed its appreciation of the contributions of the various multicultural groups and communities. The event involved:

- World music and dance performed by a band made up of BC Housing employees
- New Canadians among our staff who shared their stories about immigrating to Canada (their challenges and their joy)
- Tapas-type fare as identified by staff as typical foods from their ancestral homes
- Each person was given as many red dots as they needed to mark their ancestral homes on a large map of the world, which quickly illustrated the diversity we enjoy at this organization. The map already shows that, as a group, we've descended from Mexico, Cuba, El Salvador, Honduras, Nicaragua, Guyana, Denmark, Great Britain, France, Germany, Austria, Italy, Greece, Bulgaria, The Netherlands, Sweden, Kenya, Israel, Iran, India, Bangladesh, China, Viet Nam, Romania, Spain, Japan, Philippines, Singapore, North Korea, South Korea, Taiwan, Russia, Poland, Ukraine, and Slovakia. We intend to keep growing our map of dots; and all new staff will be asked to participate.

In addition, as part of this process, new employees are asked what languages they speak and if they would be willing to provide the organization with translation services when needed.

External Initiatives:

Aboriginal Homeless Outreach

- BC Housing's Homeless Aboriginal Homeless Outreach Program (AHOP) provides urban and rural off-reserve Aboriginal peoples who are homeless or at risk of homelessness direct access to housing.
- The AHOP will enable Aboriginal individuals and families who are homeless or at the risk of homelessness access to housing and other community based resources in a culturally sensitive manner, while pursuing their goals towards improved health, well being and housing stability.
- Central to the success of the Aboriginal Homeless Outreach program is cultural awareness and sensitivity, respect for diversity and a spirit of flexibility in its approach to meeting the needs of the Aboriginal population who are homelessness or at risk of homelessness.
- The Aboriginal Homeless Outreach Program was created in spring 2008 and is currently operating in nine communities across BC: Victoria, Vancouver, Surrey, Duncan, Kamloops, Kelowna, Dawson Creek, Fort St. John and Prince George.
- More than 1,800 homeless Aboriginal people were provided with housing and supports through the Aboriginal Homeless Outreach Program, the Homeless Outreach Program, and the Emergency Shelter Program. This is approximately 30% of all the homeless individuals who were housed through the Homeless Outreach programs last year.

Women's Transition Housing and Supports

- Through BC Housing's Women's Transition Housing and Supports Program, Aboriginal women are supported through the provincial network of safe homes, transition houses and second stage housing which include resources operated

by Aboriginal service organizations in several communities.

- BC Housing also supports three Indian and Northern Affairs Canada (INAC) safe homes in their provision of services to women.

Aboriginal Capacity Building

- BC Housing is working with the Aboriginal Housing Management Society (AHMA) to achieve a common goal of Aboriginal self-management, self-reliance and self-sufficiency and the provision of safe, affordable housing for Aboriginal people.
- AHMA represents and oversees 12 member Aboriginal nonprofit housing providers with 1310 units of housing across the province.
- AHMA provides financial, administrative, technical support to these groups, administers long-term operating agreements, and manages the flow of subsidies
- BC Housing engages with AHMA for on-going advice and input regarding off-reserve Aboriginal housing needs and interests.
- BC Housing subsidizes approximately 3,800 off-reserve Aboriginal housing units across BC. This number reflects subsidies to societies serving Aboriginal populations and is likely an undercount since the ancestry of households in social housing is not always known or tracked

New Housing for Aboriginal People

- The Aboriginal Housing Initiative is developing more than 200 new affordable housing units in eight communities across B.C. for Aboriginal people living off-reserve.
- This new housing is being developed to create safe, secure and culturally-appropriate housing for youth, women, elders, and those who are struggling with addiction.
- The units are being funded with $50.9 million in one-time funds through the Off-Reserve Aboriginal Housing Trust, which was transferred from the Government of Canada to the Province. The Province is working in consultation with AHMA to administer the trust.

BC Hydro

Mandate

BC Hydro's mandate is to generate, manufacture, distribute and sell power, upgrade its power sites, and to purchase power from, or sell power to, a firm or person under the terms of the Hydro Power Authority Act.

Executive Commitment to Multiculturalism

BC Hydro defines diversity as understanding, recognizing and valuing the differences that make each person unique. BC Hydro is committed to focusing on programs and initiatives that create a positive and diverse workplace. BC Hydro's Board and Executive Team have approved an inclusive workplace strategy that includes developing a diverse workforce which is representative of its customers and the communities it serves. This diversity strategy sets a long-term goal to increase BC Hydro's representation of women, visible minorities, Aboriginal Peoples and people with disabilities to the level of the B.C. labour force.

Key Processes, Policies and Structures in Support of Multiculturalism

BC Hydro maintains a diversity-focused role within Corporate Human Resources. This position is responsible for the development, planning, implementation and reporting of BC Hydro's diversity strategy. A diversity committee comprising Human Resource business partners, recruiters and other stakeholders across the organization support implementation of the strategy. Outreach to agencies representing diverse candidates has been integrated into recruitment processes to broaden BC Hydro's support for, and access to, diverse talent pools across B.C. Employee and workplace policies articulate our commitment to a workplace that values diversity and is free of discrimination and harassment. All employees receive Respectful Workplace Training. Cultural Awareness work shops (including several distinct offerings on Aboriginal Relations) are offered throughout the year. Diversity awareness training is embedded within BC Hydro's supervisory and leadership training programs. Resources and tools have been developed including a diversity toolkit, diversity train-the-trainer materials and scenario-based tools for operational managers to weave support for diversity into their day-to-day activities. BC Hydro has multi-purpose quiet spaces for use by all employees at multiple locations for the purpose of reflection and faith-based practice on site.

BC Hydro is committed to developing a workforce that represents the communities we serve within BC. Our goal is to achieve a diverse workforce fully representative of the BC labour market by 2017. As of the end of March 2011, the following progress has been made towards achieving this goal across the four designated diversity categories:

	Women	Visible Minorities	Aboriginal Peoples	Persons with Disabilities
BC Workforce (Current)	47.6%	19.8%	3.6%	6.3%
*BC Hydro Non-IBEW Employees	44.2%	23.1%	1.6%	1.9%
BC Hydro IBEW Employees	3.6%	5.3%	3.7%	2.6%
All BC Hydro	31.5%	17.5%	2.3%	2.1%

* Note: Our workforce representation results are tracked by occupational category to distinguish results achieved in trades occupations represented by the labour union IBEW versus professional and non-trades occupations.

Highlights of Initiatives

- In 2011, BC Hydro received recognition as one of Mediacorp's "Top 100 Employers in Canada" including recognition within the competitive categories of: "Top Diversity Employers in Canada" and "Top Employers for New Canadians".
- BC Hydro continues to maintain its Diversity Outreach Partnership Alliance across all equity groups, forming stronger relationships and building awareness of BC Hydro's diversity strategy and expectations. A significant majority of the BC Hydro' visible minority partners are also BC Ministry of Economic Development Skills Connect providers that provide highly skilled (technical and soft skill) applicants to appropriate vacancies.
- BC Hydro provides financial and workplace support for the Hydro Employees' Multicultural Society (HEMS). This employee resource group celebrates and promotes multiculturalism and inclusion through employee events during Multiculturalism Week, National Aboriginal Day and other specific cultural/religious holidays.
- In 2010/11, the HEMS committee awarded scholarships to students at the high school and post-secondary level who demonstrated support for multiculturalism in their community and worked to build a more inclusive society.
- The HEMS committee provides support for the Affiliation of Multicultural Societies and Services Agencies of BC (AMSSA) by participating in their annual breakfast and community awards.
- Since 2009 BC Hydro has sourced and relocated internationally trained employees from Jamaica, the UK, New Zealand, Australia and Italy.
- In 2010/11, volunteers from BC Hydro supported the Engineering regulatory body, the Association of Professional Engineers and Geoscientists of BC, as assessors of credentials and applications of internationally-trained professionals for the purpose of providing provisional, entry-level memberships to the Association.
- In 2010/11, BC Hydro delivered English as a Second Language for Occupational Purposes (ESLOP) training to 37 employees. This training was further supplemented with voluntary Conversational English (accent reduction) workshops. These programs were delivered by Skillplan of the BC Construction Industry Skills Improvement Council
- In 2010/11, BC Hydro provided manager and employee Cross-Cultural Communications Workshops to over 50 participants.
- In 2010/11, BC Hydro participated in four Utility Boot Camps, which is an initiative in partnership with Terasen Gas, BCTC, Enbridge, TransCanada, Kinder Morgan and Spectra Energy for Aboriginal participants to gain exposure to the electricity industry through training programs hosted on First Nation territories.
- In 2010/11, BC Hydro maintained its Silver designation awarded by the Canadian Council for Aboriginal Business for its Progressive Aboriginal Relations program.
- In 2010/11, approximately $170,000 of BC Hydro's total budget for corporate donations and sponsorships was allocated to initiatives that support the development of mutually beneficial relationships between BC Hydro and Aboriginal communities. In 2010/11, such initiatives included support for community and regional events, business conferences, and educational support through scholarships.

British Columbia Innovation Council

Mandate

The British Columbia Innovation Council's (BCIC) mandate is to promote the development of entrepreneurs and the commercialization of technology to competitively position British Columbia in today's global knowledge economy. BCIC is developing an ecosystem that increases the number and success rate of technology start ups in the province to strengthen economic development and BC's contribution to the Canadian high tech sector.

BCIC's programs are often delivered in partnership with government, industry associations, eight regional councils that make up the British Columbia Regional Science and Technology Network (BCRSTN) and academic institutions. BCIC focuses on sectors where BC has competitive advantage: information communications technology, wireless, digital media, web 2.0, video games, digital animation, special effects, clean technology and life sciences.

Executive Commitment to Multiculturalism

BCIC plays a leadership role in furthering science, technology and innovation in communities across the province. BCIC recognizes its responsibility and accountability to deliver its programs to entrepreneurs, students and start-ups of all nationalities and cultures in these communities and is committed to the principle that everyone, regardless of gender, sexual orientation, race, colour religion or disability, has a right to education, training and equal opportunity employment in BC.

BCIC seeks to embody equity through its employment and operational practices to ensure that no one is denied opportunity for reasons unrelated to ability.

Key Processes, Policies and Structures in Support of Multiculturalism

BCIC seeks to achieve an employee profile which is representative of the province's population. Approximately 38% of BCIC's staff members are self identified visible minorities and are proficient in five languages.

Over the next year, BCIC will continue to promote multiculturalism through our organizational practices, including initiatives and events for staff to further learn about the diverse cultures within the organization and throughout the province.

Highlights of Initiatives

- Commitment to an employment policy is one way in which BCIC seeks to fulfill its mission and to strengthen its leadership image. BCIC's recruitment and selection practices are merit-based, therefore, qualifications, experience and expertise are considered. BCIC follows government policies which prohibit discrimination

in the workplace and is committed to maintaining a healthy work environment for all its employees.

BCIC's initiatives, in collaboration with government, industry and academia, benefit students and entrepreneurs of all nationalities and cultures and provide an opportunity to work with partners from other countries around the world. They include:

- Innovation Commercialization Strategic Development - a joint initiative between China and British Columbia to support excellence in research, technology development and commercialization. Each team has at least one member from BC and China, which provides mutual access to research and commercialization opportunities. Currently, 13 collaborative projects are underway with five projects reporting they will continue long-term partnerships between Canadian and Chinese researchers.
- The BCIC Graduate Scholars program - forms a team of science and engineering graduate students and business graduate students and provides an opportunity for the team to create a business plan for their technology. An estimated forty per cent of the students provided with funding are international students attending a BC academic institution.
- Support to the BC Regional Science and Technology Network – works closely with members in their communities, the Science Fair Foundation of BC and Science World to host Community Science Celebrations, which often included participation and education of Aboriginal science and technology.
- Sponsorship of BioPartnering North America (BPN) – this year BPN attracted more than 800 members of the life science sector from over than 30 countries, offering a unique opportunity to access a global network of partners. BCIC's involvement provided BC entrepreneurs an opportunity to network with members of the national and international tech community.

British Columbia Investment Management Corporation

Mandate

British Columbia Investment Management Corporation (bcIMC) is a trust company established under the B.C. Public Sector Pension Plans Act, with a mandate to provide investment management services to the B.C. public sector pension plans, Provincial Government, public sector entities and other publicly administered trust funds of the Province.

Executive Commitment to Multiculturalism

As a result of the global nature of our business, bcIMC is representative of the global community. The approved Business Plan requires bcIMC to align our skills base and operations with the globalization of our investments. Specific attention is given to building the research capacity and skills necessary to support the global investment process and active management strategies. As a result, bcIMC's staff component is representative of the global community.

Key Processes, Policies and Structures in Support of Multiculturalism

In support of our commitment to multiculturalism we continue to support an employee-run Chinese culture group. The mandate of this group is to educate all staff about China and to celebrate Chinese events. Regularly scheduled onsite informational sessions are provided to staff on a variety of relevant topics. Other programs in support of this commitment include academic partnerships with B.C.-based universities that have a large percentage of international students. Co-op students and corporate apprentices are selected with consideration given to bcIMC's global business objectives. bcIMC business cards are printed in English, and upon request, in the language of the region in which they will be doing business and/or the native language of the employee.

Highlights of Initiatives

In 2010-2011, bcIMC introduced the bcIMC U, a speaker series aimed at enhancing staff awareness of global trends. As well, bcIMC hosted several events sponsored by the China Culture group, including information sessions about various aspects of Chinese culture, Chinese economic issues. The China Culture group has also compiled a library of reference books on Chinese culture, accessible to all employees. As part of our Corporate Internships program, our MBA students facilitated an annual Corporate Challenge to promote cross-country index market competition and increase global market awareness. bcIMC utilizes the Provincial Nominee Program to obtain landed immigrant status where applicable and appropriate. At least one of bcIMC's employees serves as an active mentor for the Inter-Cultural Association of Greater Victoria.

British Columbia Liquor Distribution Branch

Mandate

The British Columbia Liquor Distribution Branch (LDB), under the authority of the Liquor Distribution Act, has the sole right to purchase beverage alcohol, both in and out of British Columbia, in accordance with the Importation of Intoxicating Liquors Act (Canada).

Reporting to the Minister of Public Safety and Solicitor General, the LDB is responsible for the importation, distribution, wholesaling and retailing of beverage alcohol in British Columbia and operates government liquor stores and distribution centres in the province.

With 197 stores and an average of 719,000 customer visits each week, the LDB is in a unique position to provide customer service linking our multicultural community.

Executive Commitment to Multiculturalism

The LDB executive and management team is committed to the principles of multiculturalism in our marketing and customer service initiatives, as well as in our role as an employer of choice. The Marketing Department constantly reviews the LDB's calendar of retail promotions and incorporates multicultural celebrations in its chosen themes.

Responsibility for multiculturalism rests at the executive level, shared between the Executive Director of Human Resources and the Executive

Director of Retail Services, but is embedded in all areas of Human Resources and Retail Services – including new employee hiring, outreach and management training programs, and retail initiatives.

Key Processes, Policies and Structures in Support of Multiculturalism

Responsibility for equity, diversity and multiculturalism is shared between the Executive Director of Human Resources and the Executive Director of Retail Services, both of whom are members of the LDB Executive Committee.

The LDB's respect for all cultures is woven into the fabric of all recruitment strategies and hiring processes for the stores, distribution centres and corporate head office. The LDB's multicultural diversity of its employees is represented in new recruitment materials. Further, this respect for all cultures is reflected in all training programs, ranging from new employee orientation to management development.

Highlights of Initiatives

The LDB is in a unique position, as a retailer within government, to provide information to our customers – the people of British Columbia – on the many opportunities to enhance our cultural experience through the pairing of beverage alcohol with food. The LDB also shops the world to meet the unique beverage alcohol needs of British Columbians, whether it be beer from Turkey, spirits from Korea, or wines from China, Georgia, Israel, and Lebanon.

In fiscal 2010-11, the LDB continued with these initiatives, highlighting several popular programs that engage customers in the food and beverage experience:

In-store and public website promotions

Various cultural events are supported by signage, displays and special events in BC Liquor Stores. *Chinese* New Year displays in 40 stores were complemented by special food and beverage events at three key stores. Cultural holidays such as Diwali were acknowledged by signage in select stores. The LDB hosts numerous food and wine pairing events for its customers throughout the year reflecting the diversity of countries from where our products originate. For example, earlier this calendar year, Spanish food and wines were featured in conjunction with the 2010 Vancouver Playhouse International Wine Festival.

In addition to in-store events, various promotional displays of products from around the world are featured in BC Liquor Stores and most of the campaigns are also complemented by brochures for consumers.

Publications

The LDB's popular complimentary publication, Taste, is available in-store and online. The multicultural mosaic of British Columbia is infused in every issue, featuring personalities, educational articles, and paired products and recipes from the around the world. The Winter 2010 issue of Taste magazine featured an extensive Chinese New Year and Hanukkah food and beverage articles. Each issue features various countries or regions with food recipes and product pairings from around the world.

Recruitment Materials

The LDB's respect for the multicultural diversity of its employees is reflected in recently updated recruitment materials featuring employees from a multitude of backgrounds. The materials are in the form of brochures, career fair materials, and videos and other online content on our website.

Training

As part of the LDB diversity and inclusion strategy, the Respect Matters workshop is a comprehensive communication and training program in which supervisors and managers are given tips, tools and techniques to continue building respectful workplaces. Adopted and delivered in 2010/2011, training was provided to 473 directors, managers, and supervisors in less than 6 months. An employee version will be rolled out to approximately 3100 full and part time employees beginning in fall 2011.

British Columbia Lottery Corporation

Mandate

On behalf of the Government of British Columbia, the British Columbia Lottery Corporation (BCLC) is mandated to conduct, manage and operate:

- lottery gambling, including the marketing of provincial and nationwide and lottery games with other Canadian provinces
- casino gambling
- commercial bingo gambling
- online gambling

Executive Commitment to Multiculturalism

BCLC's executive team promotes a fair, open, respectful and progressive workplace and business. We stand behind our Corporate Social Responsibility (CSR) Charter, Standards of Ethical Business Conduct and corporate policies, all of which embody our values of social responsibility, integrity and respect.

Key Processes, Policies and Structures in Support of Multiculturalism

- BCLC's Corporate Social Responsibility Charter formalizes our commitment to support the many diverse communities of B.C., and to make BCLC a great place to work through respect, empowerment and teamwork.
- BCLC has a fundamental understanding that our market and customers, including service providers and retailers, are multicultural and diverse.
- Respect is one of our corporate values. We value and respect our players, service providers and each other.
- We have a comprehensive corporate policy addressing harassment and demonstrating a commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin. This is incorporated into our Ethical Standards of Business Conduct which is reviewed and signed off each year by all employees.

Highlights of Initiatives

- We have formalized our commitment to support B.C.'s diverse communities, and make BCLC a great place to work, in our CSR Charter, Playing it Right.
- Our lottery retailer certification tests are provided in English, Korean, Chinese, Punjabi and Vietnamese.
- GameSense responsible gambling materials are offered in English, French, Punjabi, Chinese, Vietnamese, Korean and Tagalog.
- Our Consumer Services hotline is able to access translation services when assisting customers and lottery retailers who have English as a second language.

B.C. Pavilion Corporation (PavCo)

Mandate

PavCo's mandate is:

To create significant economic and community benefits for the people of British Columbia by developing, marketing and operating iconic world class public convention, sports and entertainment facilities.

Executive Commitment to Multiculturalism

A Workplace Diversity policy was created by employees and approved by the Corporation's Executive in 1997. PavCo continues to reinforce this commitment to its core values of respect, fairness, integrity, and cross-cultural understanding in a safe working environment free from any form of harassment or discrimination.

Key Processes, Policies and Structures in Support of Multiculturalism

The multicultural nature of the Corporation's business, clients and staff is highly valued and discrimination among its workforce or client relations is not tolerated. Ongoing support is provided to enhance and integrate multicultural sensitivity into the performance and fabric of the organization. All advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from visible minority groups. Qualification requirements are explained in generic language in order to ensure fairness and equity when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves and providing equal access to hiring, advancement and training opportunities. A culturally diverse workforce represents a variety of national and ethnic backgrounds including Chinese, East Indian, Filipino, Iranian, Iraqi, Mexican, Nigerian, South American, Japanese, Serbo-Croatian, and Taiwanese. Front line and Service Desk staff are multilingual and provide an opportunity for visitors, guests or clients to identify and take advantage of interpretative services. Resource lists are also available detailing languages spoken by staff.

The Corporation offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in several languages. Qualified counsellors are also available to assist in a variety of languages including English, French, Dutch, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

Highlights of Initiatives

During 2010/11, most new hires were for event-based positions. Corporate and supplier staff at the facilities are from diversified backgrounds representative of the diverse Canadian society and the communities we serve. Entry-level customer service positions typically require fluency in English, with additional language(s) as a definite asset.

The Vancouver Convention Centre continues its focus on Service Excellence. All departments conduct daily 'line-up' meetings that focus on our service philosophy and employee values. All full-time and regular part-time employees of the Convention Centre as well as our official and exclusive suppliers attend a Service Excellence training session, which consists of components focusing on Respect, one of our core organizational Values, and our service standard on treating employees and guests with consideration, dignity and respect. Staff numbers increased moderately in the past year in both administrative and our supplier's front line positions, and the majority of our new staff members continue to come from diversified backgrounds. The Vancouver Convention Centre keeps a list of second languages spoken by our team and we currently have staff who speak 25 different languages. The multilingual make-up of our employees represents the wide variety and diversity in our workforce.

BC Place has been closed for roof construction since April 2010, and as such there has not been any hiring for event based positions. Though it was quiet on the recruitment side, with respect to multicultural and diversity initiatives, BC Place continues to be committed to provide a respectful and welcoming workplace for employees of all backgrounds. BC Place management worked with the Construction Manager to create a number of positions for existing BC Place staff during the shutdown period, and the diverse background and experience of our staff have brought a refreshing element to the construction site. Staff attend daily briefings where, along with pertinent safety and work information, they are encouraged to share their ideas and thoughts to make BC Place a safer and more inclusive workplace.

In order to attract qualified candidates from diverse backgrounds that reflect the public and clients we serve, recruitment ads are placed in ethnic newspapers and public places where there is a high population of multicultural and diverse demographics, such as Vancouver Community College, where there is a high population of multicultural students.

PavCo encourages multicultural events at its facilities and hosts events from around the world. During 2010/11, the Vancouver Convention Centre held a number of such events including Vancouver Islamic Community Centre Society – Friday Prayers and Society meetings, 1st Educational Saudi Students Academic Fair, Inspiring Korean Night, Mexican Independence Day, International Students' Expo, Miss Chinese Vancouver Pageant.

BC Public Service Agency

Mandate

The BC Public Service Agency provides human resource leadership, expertise, services and programs that contribute to better business performance of ministries and government as a whole.

Executive Commitment to Multiculturalism

The fifth edition of the corporate human resource plan, Being the Best, defines the Province's human resource management strategy and confirms the Province's commitment to improve the diversity of the BC Public Service to better reflect the public it serves.

Key Processes, Policies and Structures in Support of Multiculturalism

As an employer, the BC Public Service is committed to promoting a work environment that is free from discrimination and harassment, and where all employees are treated with respect and dignity. This overarching commitment is reflected in the design and orientation, human resource policies and training to ensure that diversity is welcomed in the workplace.

Highlights of Initiatives

The Agency continues to support the Aboriginal Youth Internship Program, a very successful program that provides excellent learning opportunities for Aboriginal Youth in our province as well as in host ministries. This program exemplifies the ideals and values of the BC Public Service and supports the corporate human resource plan, Being the Best, from all perspectives. In 2010/11, the program accepted 23 interns to work in ministries and aboriginal organizations across the province. The program is designed to support Aboriginal youth in developing their leadership skills and encourage them to consider the BC Public Service or Aboriginal organizations as a place to pursue their career.

We have participated on an informational basis with community multicultural groups, specifically in Victoria with the Victoria Immigrant and Refugee Centre employment outreach program. We also met with the cross government ADM's committee on Aboriginal issues regarding the current and potential approaches to recruitment of Aboriginal peoples into government, and prepared some background information for them. We have noted the potential for outreach recruitment to multicultural communities in those cases where Ministries are recruiting externally, but in the absence of any significant external hiring at this time there has been limited potential for outreach to potential new hires.

In partnership with the Ministry of Citizens' Services and Open Government and at the direction of the Deputy Minister's Committee on the Public Service, the Agency supported the development of a new diversity strategy to effectively engage BC's diverse citizenry and ensure the BC Public Service is fully supporting the diversity of its current workforce.

British Columbia Securities Commission

Mandate

The British Columbia Securities Commission (BCSC) is the independent provincial government agency responsible for regulating securities trading in British Columbia through the administration of the Securities Act. The mission of the commission is to protect and promote the public interest by fostering:

- A securities market that is fair and warrants public confidence
- A dynamic and competitive securities industry that provides investment opportunities and access to capital.

Executive Commitment to Multiculturalism

We promote information sharing. We have several memoranda of understanding with the International Organization of Securities Commission (IOSCO) and with commissions in other countries: United States, Hong Kong, China, Australia, and France. We translate publications and multi-media presentations into Chinese and Punjabi to provide information to community based groups on fraud and inappropriate investing.

Key Processes, Policies and Structures in Support of Multiculturalism

We are an employer committed to employment equity. Our human resources policies include a discrimination and harassment prevention policy and we provide discrimination and harassment prevention training to all employees on an on-going basis.

Highlights of Initiatives

In fiscal 2011, the social committee organized a potluck to celebrate the Lunar New Year, featuring Chinese and Korean treats prepared by staff.

BCSC C & E expanded its ethnic communities outreach program (designed to help raise awareness of the BCSC and its InvestRight program in the Lower Mainland's two largest

ethnic groups - the Chinese and South Asian communities). A C&E staff person was put in charge of developing ways to better engage these communities and communicate with them about the BCSC, investment fraud and how to report fraud.

In the South Asian community, the BCSC met with leaders from various temples, business associations and social services organizations. From these meetings, BCSC was able to hold a number of seminars at temples in Punjabi and other organizations, distributing translated investor education materials at each session.

The BCSC continued advertising with multicultural and Chinese-language radio station AM1320, and radio advertising on three South Asian stations -- ReD FM, Radio Rim-Jhim and RJ1200.

BCSC staff also delivered broader-based seminars and shared investor education and fraud protection information with the public at community events and tradeshows.

We continue to translate additional investor education materials on InvestRight.org into both Chinese and Punjabi.

BC Transit

Mandate

BC Transit is the provincial Crown agency responsible for coordinating the delivery of public transportation throughout British Columbia, outside the Greater Vancouver Regional District. Its mandate includes planning, funding, constructing, marketing and operating transit systems – either directly or indirectly – in partnership with local government throughout the province.

Executive Commitment to Multiculturalism

The Senior Leadership Team is committed to diversity initiatives, including multiculturalism, as an integral part of regular day-to-day business. BC Transit's Board of Directors is committed to equal opportunity initiatives.

Key Processes, Policies and Structures in Support of Multiculturalism

Key policies in support of multiculturalism include:

- Human rights: committed to upholding the principles enshrined in the British Columbia Human Rights Code
- Multiculturalism policy: consideration of the impact on a diverse community when designing new services, methods of service delivery, and programs.
- Recruitment and Selection: policies committed to attraction and retention of a committed and competent workforce, and to the principles of equal opportunity
- Code of conduct: an employee-initiated statement of expectations about respectful interaction and volunteer facilitators trained to resolve differences.

Highlights of Initiatives

- On October 29, 2010 BC Transit attended the Victoria Immigrant and Refugeee Society Employer's Workshop and presented an overview of our role in the community and information about our hiring procedures.
- Since January 27, 2010 BC Transit has been actively recruiting though the Aboriginal Link Website.

Columbia Basin Trust

Mandate

The mandate of Columbia Basin Trust (CBT) is to manage its assets for the ongoing economic, environmental and social benefit of the region. The region served by CBT is defined in the Columbia Basin Trust Act.

Executive Commitment to Multiculturalism

One of CBT's core values is respect, which includes respect for diversity. CBT upholds the value of diversity when planning its programs and projects each year, making funding decisions, collaborating with other organizations and groups in the region, and managing its operations.

Key Processes, Policies and Structures in Support of Multiculturalism

CBT has a Code of Conduct policy for its staff that specifically addresses discrimination (including cultural discrimination), and provides options for employees to report any harassment under its whistleblower policy. CBT staff sign a declaration of their understanding and acceptance of the Code of Conduct annually.

Highlights of Initiatives

CBT is a partner in the Waneta Expansion project with Fortis Inc. and Columbia Power Corporation. This hydro-electric dam expansion has equity hiring provisions and to date 20% of the 150 workers hired for the project fall within equity groups: First Nations, visible minorities, disabled persons and women. The partners are working with the Ktunaxa First Nations Liaison who has delivered cultural awareness seminars. In addition, the partners have hired a socio-economic monitor to monitor the effects of the large development on the community.

CBT has a number of granting streams, which communities accessed for a range of projects, including projects with a cultural focus. For example, CBT contributed $400,000 to Aboriginal Gathering Places for Aboriginal students at *Selkirk College* and *College of the Rockies*. The two spaces are valued together at nearly $2.5 million.

CBT provided funding to the Columbia Kootenay Cultural Alliance which provides arts, culture and heritage grants. Examples of funded projects include: Traditional Healing through Native Artwork; restoration of Doukhobor recordings; and a commemorative celebration at the Nikkei Internment Memorial Centre.

CBT also strives to ensure that multicultural activities are part of its external community development events. For example, CBT hosted nearly 300 people from communities throughout the Columbia Basin at its 2010 Columbia Basin Symposium: Shaping Our Future Together: Take Action, Build Partnerships, Strengthen Communities. The event included a free evening of cultural entertainment in downtown Revelstoke with Basin musicians, dancers, First Nations storytellers and films.

CBT launched no new major internal initiatives related to multiculturalism over the past year.

Columbia Power Corporation (Columbia Power)

Mandate

The mandate of Columbia Power is to efficiently develop and operate commercially viable, environmentally sound and safe power project investments for the benefit of the Province and the residents of the Columbia Basin; act as the manager of power project joint ventures with Columbia Basin Trust; act as the owner's representative for construction of the Waneta Expansion Project.

Columbia Power's vision is to be a respected, continually improving company that maximizes shareholder value by developing and operating power projects in a socially and environmentally responsive manner, while achieving the development objectives of the Province and the Columbia Basin.

Executive Commitment to Multiculturalism

Columbia Power believes that in order to plan and develop successful projects within communities it is important to create effective partnerships between business, government, community service groups and individuals. With a diverse, multicultural population in our communities, Columbia Power works hard to respect these diversities and acknowledges the years of commitment and dedication these multicultural groups bring to the richness and success of the Region.

In keeping with its commitment to translate power project investments into benefits for local communities, Columbia Power supports numerous events, projects and various multicultural organizations in the Columbia Basin communities through its Community Sponsorship Funding Program.

Columbia Power is also an equal opportunity employer.

How do you embody the multiculturalism policy in your organization?

Columbia Power supports multicultural activities in the Columbia Basin region with support from its community sponsorship funding budget. Through this budget, successful multicultural events and initiatives are held and delivered.

Columbia Power is committed to including and working with First Nations, visible minorities, disabled persons and females in non-traditional roles in developing and working on power projects.

Columbia Power recently mandated its employees and all trade union employees working on the Waneta Expansion Hydro Project to take First Nations cultural awareness training.

Columbia Power and its partners in the Waneta Expansion Project made a mandatory provision in the construction contract that the contractor hire a First Nations Employment Liaison to facilitate the hiring of First Nations employees on the project.

Highlights of Initiatives

During 2010/11, the following multicultural groups and events were sponsored by Columbia Power Corporation:

Métis Dance Workshop – this three-day workshop was provided through the Aboriginal Education Program at Selkirk Secondary in Kimberley to provide youth who self-identify as Métis to learn more about traditional Métis culture and heritage. Half of the students at Selkirk Secondary identify as Métis.

Sturgeon Gathering – Organized by the Okanagan Nation Alliance, Ktunaxa First Nation Council and Shuswap Nation Tribal Council, this event is held in conjunction with the annual sturgeon release in Revelstoke. The Gathering provides an opportunity for all members of the region to learn more about the importance of white sturgeon in the Columbia Basin ecosystem and Columbia Basin First Nations culture.

Ktunaxa Traditional Language Manuals – Columbia Power supported the development of individual manuals for each of the existing Ktunaxa language resources the Traditional Knowledge Language Sector has produced.

Aboriginal Youth Career Fair – over 350 First Nations students took part in an Aboriginal youth career fair at the UBC Okanagan campus.

Ktunaxa Annual Charity Golf Tournament – This annual fundraising event raises funds for the Ktunaxa Nation Council.

National Aboriginal Day Celebration – Columbia Power supports this family-oriented event organized and hosted each June by the Lower Columbia All First Nation in Castlegar.

Walking For Health Program – Columbia Power supported the purchase of walking poles for 26 First Nations participants in the Walk BC for Health initiative.

Okanagan Indian Band Elders Luncheon – Columbia Power sponsored this special event to honour Okanagan Indian Band elders.

Aboriginal Art Camp – Columbia Power sponsored this free, week-long Aboriginal Art Camp for children ages 6 – 10, which was facilitated by First Nations artists and teachers. Activities included beading, leatherwork, storytelling and indigenous plant identification.

Okanagan Nation Salmon Feast – Columbia Power is an annual supporter of this significant gathering which includes a traditional paddle, drumming, dancing and salmon feast.

Elder in Residence Program – Mount Baker Secondary School in Cranbrook provides this unique program for its Aboriginal students. Elders from the Ktunaxa Nation provide Aboriginal students with a support system that enriches their connection to their culture and community and promotes students' successes.

Historic Brilliant Suspension Bridge – Columbia Power provided funds to illuminate this national historic site following extensive renovations. The bridge was built over a period of seven months in 1913 by 40 Doukhobor men, whose descendents still live today in the Castlegar area.

Community Living British Columbia

Mandate

The Community Living Authority Act sets out Community Living BC's (CLBC's) mandate and provides its legal basis to operate as a Crown Agency. CLBC directs operations and develops associated policy, ensures standards are met and manages funds and services. CLBC is accountable to the provincial legislature through the Minister of Housing and Social Development. The Minister is responsible for funding, setting provincial standards and policies and monitoring CLBC's performance.

Executive Commitment to Multiculturalism

CLBC is committed to the continuous improvement of the way services and supports are delivered to the individuals and families we support. This includes individuals from culturally diverse backgrounds, their families and communities.

Key Processes, Policies and Structures in Support of Multiculturalism

CLBC's commitment to multiculturalism has been integrated into CLBC's corporate planning and reporting processes. CLBC is committed to ensuring multicultural representation exists within every CLBC working group and on all major initiatives.

Highlights of Initiatives

Internal Initiatives:

CLBC conducted a survey of its workforce in early 2010 to identify aboriginal and ethno-cultural backgrounds and languages spoken. The survey results are used to build targeted staffing strategies in order to better serve diverse populations in communities throughout the province.

Internal translators from within CLBC have been identified to review draft translated publications prior to release. All fact sheets are translated for distribution around the province

and are posted to the website. For example, a new fact sheet titled "Information for Families on Eligibility" was made available through CLBC's network of offices, website and social media in ten languages including French, Spanish, Tagalog, Vietnamese, Hindi, Punjabi, Korean, Farsi, Simplified and Traditional Chinese.

External Initiatives:

CLBC uses a variety of social media tools to reach a diverse audience around an important subject. The Start with Hi Facebook site has attracted over 2,700 facebook fans.

CLBC's website was redesigned to increase accessibility and readability. In addition to the translated materials posted on the site, the redesigned website features new tools to increase access to information for individuals with literacy and visibility issues including videos and Read Speaker software.

CLBC regularly participates in community forums, fairs and exhibitions to increase awareness of the organization and educate the public about inclusion and creating safe, welcoming communities for adults with developmental disabilities. Translated materials are available at CLBC's display at events and CLBC accepts suggestions and feedback for future translation considerations. In 2010/2011 CLBC participated in a range of events including: L'arche's The Art of Being Together, Renfrew-Collingwood Senior's Wellness Fair, the 11th Annual Leadership Retreat

for Self-Advocates and the BC Association for Community Living's National Family Conference.

CLBC met with the Immigration and Settlement Services of Prince George to provide an overview of CLBC and supply Start with Hi materials. Immigration Services also committed to assisting the local CLBC office with translation as required. The Multicultural heritage Society of Prince George circulated an article about CLBC to their membership and posted CLBC materials in their office.

CLBC gave a presentation to the Courtenay Multicultural Association about CLBC and individuals with developmental disabilities. CLBC also visited the Immigration Services Society of BC to make a presentation about CLBC and supports and services for individuals with developmental disabilities.

CLBC contributes regular stories about employment, inclusion, innovation and safeguards to "Possibilities Now" a Surrey based publication distributed in the lower mainland. This quarterly publication focuses on the contribution of individuals with developmental disabilities to a diverse multicultural audience.

An Aboriginal Advisor focuses on developing stronger relationships with Aboriginal leaders and community organizations that support Aboriginal people's disability-related needs.

An Aboriginal Advisory Council with representatives from across the province meets regularly to ensure Aboriginal communities have meaningful involvement in how CLBC services are designed, delivered and evaluated for Aboriginal individuals with developmental disabilities and their families living off reserve.

First Peoples' Heritage, Language and Culture Council (First Peoples' Council)

Mandate

- Preserve, restore and revitalize First Nations (FN) heritage, language, arts and culture
- Increase understanding and sharing of FN knowledge in B.C.
- Heighten the appreciation and acceptance of the wealth of cultural diversity
- Provide funding to B.C. First Nations for arts, cultural and language programs
- Create new initiatives, programs, resources and services related to FN heritage, language, arts and culture

Executive Commitment to Multiculturalism

- Provide leadership and support to assist B.C. First Nations communities in realizing their visions for the revitalization of their arts, cultures and languages, so that they may be preserved, accessible, recognized and valued
- Establish the First Peoples' Council as the go-to organization for government, First Nations leadership and public for information, services and advice related to B.C. FNs arts, culture and language issues

Key Processes, Policies and Structures in Support of Multiculturalism

- Strengthening relationships with provincial government and B.C. First Nations Leadership to support revitalization of art, culture and heritage
- Increase use of technology for recording and preserving cultural and language knowledge
- Leadership at national and international level by developing best practices in culture and language revitalization
- Communications strategy to promote the work of First Peoples' Council and our First Nations community partners

Highlights of Initiatives

- The release of the 2010 Report on the Status of B.C. First Nations Languages. The report received national media attention and continues to be referred to in the media.
- An increase in federal funding this year through the Aboriginal Languages Initiative from $232,470 to $834,400 per year.
- Legislative amendment enacted, which enables First Peoples' Council to select its Advisory Committee membership from each of B.C.'s 34 First Nation language groups. Previously Advisory Committee members were drawn from 24 tribal councils.
- Executive Director participated in an exchange of advice and expertise on Indigenous language revitalization with the Qiang of China.
- Development of the FirstVoices Mobile App, which allows communities to transfer content from their FirstVoices language archives to the iPhone, iPod Touch and iPad.
- Launch of the online Heritage Toolkit to provide guidance and information to First Nations on how to protect their heritage sites.

Forestry Innovation Investment Ltd.

Mandate

To provide equal opportunity employment for all British Columbians regardless of race, colour or religion

To ensure that all staff treat others in the workplace with respect and dignity

To provide a work environment free of harassment and discrimination

Executive Commitment to Multiculturalism

The Forestry Innovation Investment Ltd. (FII) Executive is committed to delivering its services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia, and in the foreign markets where its activities are delivered.

Key Processes, Policies and Structures in Support of Multiculturalism

Three documents are used in support of multiculturalism

- Standards of Conduct Policy
- An Employee's Guide to a Healthy Workplace
- A Manager's Guide to a Healthy Workplace

These documents contain information and guidelines that support the mandate listed previously and are distributed with each employee's Policies and Procedures Binder.

Highlights of Initiatives

FII is a very small organization and as such any initiatives are contained in the various policies and guides referred to previously.

Gaming Policy and Enforcment Branch

Mandate

The primary mandate of the Gaming Policy and Enforcement Branch (GPEB) is to ensure the integrity of gaming and horse racing in the province. This mandate is shaped by British Columbia's Gaming Control Act, Canada's Criminal Code and other applicable laws, regulations, and policies. The branch maintains regulatory oversight of the British Columbia Lottery Corporation (BCLC). BCLC is responsible for the conduct and management of lotteries, casinos, community gaming centres and commercial bingo halls. GPEB's mandate is also guided by the Minister responsible through the Ministry of Public Safety and Solicitor General's Service Plan. In the Ministry of Public Safety and Solicitor General's 2011/12-2013/14 Service Plan, GPEB's core objective is to ensure that a comprehensive and responsible gaming regulatory framework and programs are in place.

Key Processes, Policies and Structures in Support of Multiculturalism

- Responsible and Problem Gambling services are available to all people in British Columbia
- Community Gaming Grants support social services and youth culture and sport. Under these categories multicultural groups are eligible to apply for grants.

Highlights of Initiatives

- Problem gambling hotline has staff fluent in 11 languages and has the option to connect to CANTALK (federal translation service).
- Problem gambling counselling is available in Chinese and Punjabi.
- Aboriginal oriented programs.
- Communication materials on gambling responsibly and access to help is available in Chinese and Punjabi.
- Grant recipients include the B.C. Association of Aboriginal Friendship Centres, the United Chinese Community Services Society.

Industry Training Authority

Mandate

To lead, manage and expand B.C.'s industry training and apprenticeship system:

- Working with industry, training providers, unions, school districts and others to provide more than 140 training programs, including more than 40 Red Seal trades. This includes apprenticeships combining technical and work-based training, and in-school foundation programs that are entry points to apprenticeship.
- Issuing credentials to individuals certifying that they meet requirements through formal apprenticeships or, for those with existing skills, through challenge processes.

Executive Commitment to Multiculturalism

ITA develops and implements targeted initiatives designed to increase participation in industry training and trade certification by target groups including Aboriginal people and new immigrants.

Key Processes, Policies and Structures to Support Multiculturalism

ITA workplace and operating policies and programs foster respect for and accommodation of cultural differences among people of diverse backgrounds.

Highlights of Initiatives

Since 2007 when ITA launched its Aboriginal Initiatives program, there has been a 118-per-cent increase in Aboriginal participation in B.C. public post-secondary apprenticeship training. Sustaining this growth in 2010/2011 were activities such as:

- Seven Aboriginal training programs funded under the Canada-British Columbia Labour Market Agreement (LMA).
- Services to support and encourage Aboriginal participation in skilled trades, including research and communications for industry, training providers, government and stakeholders in Aboriginal communities.
- Funding trades projects in partnership with the Aboriginal community and training providers.
- Ongoing engagement on these and related activities with the ITA Aboriginal Advisory Committee, leaders from Aboriginal employment and training agencies, industry, training providers and government.

ITA's Immigrants in Trades Training initiative used the federally-funded Labour Market Agreement program last year to help eligible newcomers to Canada access trades training across B.C. with:

- Skills upgrading, other supports and assistance with tuition, training expenses and related costs.
- Support of targeted immigrant programs operated by S.U.C.C.E.S.S. and Diversity.

The Insurance Corporation of British Columbia

Mandate

ICBC provides universal basic auto insurance to B.C. motorists and also competes for the optional auto insurance business. As part of its mandate, ICBC provides vehicle and driver licensing services, vehicle registration services and fines collection on behalf of the provincial government. ICBC invests in fraud prevention and road safety initiatives to promote a safer driving environment throughout B.C.

Executive Commitment to Multiculturalism

ICBC is committed to promoting fair and equitable access to its services, programs and employment opportunities.

Key Processes, Policies and Structures in Support of Multiculturalism

ICBC has adopted a diversity and inclusion strategy to increase the representation of women, people with disabilities, visible minorities and First Nations people; with the goal of becoming more representative of the communities ICBC serves. In addition, the program is intended to build inclusiveness to make ICBC more customer-centric.

Policies are in place to promote understanding and respect toward employees and customers of diverse backgrounds. These include our employment equity, harassment-free workplace, combating racism and reasonable accommodation policies.

Employment advertisements include an employment equity statement to encourage applications from all qualified individuals.

In-house displays, celebrations and events are organized throughout the year to increase awareness and understanding of cultural diversity and multiculturalism.

Highlights of Initiatives

- Since 2006, the Road Safety Department has been working with at-risk youth including First Nations, from Vancouver's Downtown Eastside, Strathcona and Grandview Woodlands areas on the NASKARZ (Never Again Steal Cars) project.
- Translation services, in over 170 languages, are now available for claims customers, at Driver Licensing offices with ESL demand, and for customers calling about insurance services.
- The Driver's License knowledge test can also be taken in Cantonese, Croatian, Farsi, Mandarin, Punjabi, Arabic, Russian, Spanish, Vietnamese and French.
- Created an online practice knowledge test for a learner's licence in Punjabi.
- Select brochures providing information on insurance, claims, and driver licensing are produced in high demand languages.
- Key information on icbc.com has been translated into traditional Chinese characters and Punjabi.
- Continue to publish Chinese and Punjabi materials on New Vehicle Replacement Plus coverage, Driver Risk Premium and the Crash Card.

- Facilitate group knowledge testing, upon request, at some of our offices to accommodate First Nations customers in remote communities whose training was provided through the Prince George Nechako Aboriginal Employment and Training Association.
- Attended several career fairs throughout the year that represented different ethnic or socio-economic backgrounds, such as YWCA Vancouver and Progressive Intercultural Community Services.
- Work with brokers in ethnic communities such as Richmond, Surrey and Vancouver's Chinatown to support local activities and events; and to address the unique coverage and communication needs of their clients.

Knowledge Network Corporation

Mandate

1. Carry on the business of broadcasting and communications to provide unique, quality educational programming to British Columbians;
2. Promote lifelong learning in British Columbia by providing quality educational programming;
3. Inform and educate British Columbians about their province and about issues that are relevant to them;
4. Provide British Columbians with a unique television experience; and,
5. Collaborate with the independent television and web media production sectors in British Columbia.

Executive Commitment to Multiculturalism

Knowledge Network strives to provide British Columbians with content that reflects and supports the diversity of BC voices and experiences. It is fundamental to our role as B.C.'s public broadcaster.

Key Processes, Policies and Structures to Support Multiculturalism

One of five corporate values to inform decision-making is respect. We demonstrate due regard for everyone and strive to reflect diverse points of view.

Highlights of Initiatives

Our First Voices – Knowledge Network commissioned films by four First Nations directors to celebrate 13 BC First Nations languages. The films were developed in partnership with the First Peoples' Heritage, Language and Culture Council, and broadcast on Knowledge Network and Knowledge.ca.

The Edge of the World: BC's Early Years – Knowledge Network commissioned films chronicling the events, people and places that shaped BC's early history including the First Nations peoples who settled here over 2,500 years ago.

The Wonderful World of Islam – Knowledge Network broadcast a series of programs celebrating the richness and diversity of Islamic culture and history.

East Is East – Knowledge Network's weekly branded programming series dedicated to content about life in the rapidly changing Asia Pacific region.

Legal Services Society

Mandate

Under section 9 (1) of the Legal Services Society Act, the Legal Services Society (LSS) mandate is to (a) assist individuals to resolve their legal problems and facilitate their access to justice, (b) establish and administer an effective and efficient system for providing legal aid to individuals in British Columbia, and (c) provide advice to the Attorney General respecting legal aid and access to justice for individuals in British Columbia.

Executive Commitment to Multiculturalism

LSS policy is to deliver legal aid services in an environment where all individuals are treated with fairness, dignity and respect. Employees are expected to recognize the importance of culture at LSS and help to eliminate inequities and biases from existing services and methods of service delivery. The LSS Guiding Principles Code of Ethics ensures that staff behaviour toward clients/applicants and colleagues is free from racism and discrimination in all its forms.

Key Processes, Policies and Structures in Support of Multiculturalism

The Guiding Principles of LSS Administrative Policies and Procedures include Code of Ethics, Discrimination and Harassment, and Employment Equity policies, as well as collective agreements.

The society ensures its services are accessible to all communities by funding interpreters and translators for clients who need them to work with their legal aid lawyers, providing interpreter services and translated scripts for phone clients, producing public legal education and information materials in as many languages other than English in print and online, requiring staff to adhere to a code of ethics that includes non-discrimination and non-harassment, and following an employment equity policy.

Highlights of Initiatives

Aboriginal Legal Aid Services

- This was the final year of a three-year project to identify unmet needs of Aboriginal clients, consult with Aboriginal communities across BC, and pilot service models. Pilot projects this past year include: providing Gladue training and report writing for community justice workers to promote sentencing alternatives, community advice clinics in Burns Lake, Gitanyow, Old Hazelton, Houston and Fort St. John. LSS continued to provide enhanced duty counsel in Williams Lake, Port Hardy, and First Nations Court in New Westminster; Aboriginal Community Legal Workers in Nanaimo and Port Hardy; and capacity building workshops in a range of remote northern communities. The project provided training workshops on Aboriginal courts, child protection, mediation, and Fetal Alcohol Spectrum Disorder for Aboriginal community advocates in northern communities, and produced Gladue reports for more than 25 Aboriginal clients. The project also created new public

legal education materials specific to the Aboriginal community on Aboriginal child protection and First Nations court. LSS also introduced in-person and telephone duty counsel service for First Nations Court clients. Telephone duty counsel was also made available to the Tsay Keh Dene community.

Public Legal Information and Education

- LSS produces public legal education and information materials in as many as 12 languages other than English in print and online. Clients can also receive general information from a Legal Information Outreach Worker (LIOW) or they can call the Family LawLINE (FLL), a new family law telephone advice service. FLL has access to CanTalk services so they are able to provide advice with the assistance of interpreters in many languages. The Vancouver Robson Square Family Duty Counsel also makes appointments for interpreters through MOSAIC.

Community outreach and development

- LSS' primary initiative to improve public and intermediaries' awareness of LSS services this year is a new community engagement strategy, a key aspect of which is to develop partnerships with select intermediaries. As part of the community engagement initiative, LSS hosted four regional conferences to gather information about access to legal aid bringing together community intermediaries from all different sectors including multicultural organizations. We partnered in sponsoring a provincial advocates' training conference, which included representatives from multicultural agencies.

Oil and Gas Commission

Mandate

The purposes of the Oil and Gas Commission (the Commission) include the following:

(f) to regulate oil and gas activities in British Columbia in a manner that

(I) provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well being

(II) conserves petroleum and natural gas resources in British Columbia,

(III) ensures safe and efficient practices, and

(IV) assists owners of petroleum and natural gas resources to participate equitably in the production of shared pools of petroleum and natural gas,

(b) to provide for effective and efficient processes for the review of applications for permits and to ensure that applications that are approved are in the public interest

having regard to environmental, economic and social effects,

(c) to encourage the participation of First Nations and aboriginal people in processes affecting them,

(d) to participate in planning processes, and

(e) to undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the Commission.

Executive Commitment to Multiculturalism

The Commission supports the government-wide Multiculturalism Policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. The Commission employs an increasingly diverse workforce and benefits from the wider range of experience, knowledge, skills and cultural backgrounds the employees bring.

Consistent with the corporate vision to be the leading oil and gas regulator in Canada, the Commission respects the value systems of all its clients, partners and stakeholders. The Commission offers fair and equal growth opportunities to all its employees and fosters an inclusive and respectful work environment regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin.

Key Processes, Policies and Structures in Support of Multiculturalism

The provincial multiculturalism policy is supported by the Commission's values of being *respectful* and *transparent*. The Commission conducts its hiring processes openly and with integrity and promotes a positive and rewarding work environment for all. The Commission continually engages with First Nations in northeastern B.C. on both the project review level and the strategic level with respect to land and environmental management.

Highlights of Initiatives

As of the end of fiscal year 2010/11, the Commission employs five aboriginal employees and 23 other minority employees in a 227 FTE organization. The Commission actively carries out outreach recruitment in First Nation communities, local communities and educational institutions, and supports staff participation in the Aboriginal Employee Association. Commission staff provided input into the development of the Building Capacity in Aboriginal Relations initiative co-sponsored by the Ministry of Aboriginal Relations and Reconciliation and the Public Service Agency.

- As a tradition, the Commission participated in several First Nation community activities during 2010/11: Doig Days, Elder's Gathering/Camp, McLeod Lake Annual General Assembly, Fort Nelson Treaty Commemoration Celebrations, Cultural Awareness/ Competency training, Peace Pow Wow, Halfway Treaty day, and the Petitot Gathering.
- Through its Employee Engagement Surveys, the Commission receives feedback on the workplace environment and enhances its healthy workplace initiatives accordingly.

Pacific Carbon Trust

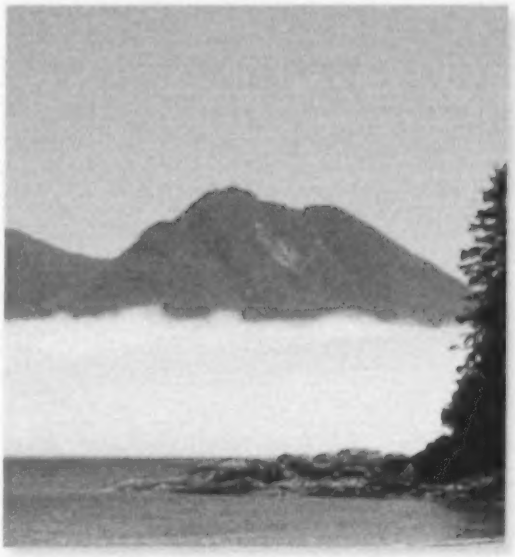
Mandate

Pacific Carbon Trust (PCT) is a Crown corporation that delivers quality BC-based greenhouse gas (GHG) offsets to help clients meet their carbon reduction goals. Its goals are to reduce emissions province-wide and to help grow BC's low-carbon economy. PCT is responsible for purchasing offsets from BC-based projects that are in compliance with BC's Emission Offsets Regulation, ensuring credible offsets built on recognized international standards.

A carbon offset represents a qualifying reduction in greenhouse gas emissions generated by activities such as improved energy efficiency, that can be used to balance the emissions from another source, such as travel. PCT delivers offsets to several clients, including the BC government and broader public service organizations, to offset carbon emissions.

Executive Commitment to Multiculturalism

PCT's Board of Directors and executive team recognize and support the important purpose of the *Multiculturalism Act*. The Board has adopted BC's public sector Standards of Conduct, which indirectly relates to the issues of multiculturalism. The standards address the need for respect and dignity in workplace behaviour; including preventing discrimination and harassment in the workplace.



Key Processes, Policies and Structures in Support of Multiculturalism

2010/11 was PCT's third year of operation with a continued focus on establishing the corporation and supporting the public sector to be carbon neutral. Key processes, policies and structures continue to evolve. Support for multiculturalism and diversity will continue to be considered as the corporation matures.

Highlights of Initiatives

- Pacific Carbon Trust will continue to look for further opportunities to support diversity and multiculturalism in its planning and operations.

Partnerships British Columbia Inc.

Mandate

Partnerships British Columbia Inc. (Partnerships BC) was created to support the Province's commitment to sound fiscal management in the delivery of affordable, performance-based infrastructure that meets the needs of British Columbians. As a company registered under the Business Corporations Act, Partnerships BC is wholly owned by the Province of British Columbia and reports to its shareholder, the Minister of Finance.

Our vision at Partnerships BC is to be a recognized leader in evaluating, structuring and implementing partnership delivery solutions

for public infrastructure which achieve value for money. The Company is focused on delivering consistent value to its clients and is committed to its long-term viability.

Partnerships BC's core business is to:

- Provide specialized services to the Province and its agencies in the procurement of major public projects, ranging from business planning and procurement management to advisory services during the design, construction and operations phases.
- Provide advice to the Province and its agencies on project management, deal structure, risk management, procurement and the selection and engagement of consultants.
- Foster a positive business and policy environment for successful public infrastructure projects and related activities by continually expanding British Columbia's base of knowledge, understanding and expertise in these emerging areas.
- Manage an efficient and leading edge organization that meets or exceeds performance expectations.

The company's clients include public sector agencies such as ministries, Crown corporations, health authorities, advanced education institutions, municipal governments, the federal government and other provincial governments. To serve these clients effectively, Partnerships BC is also working to build strong relationships with private-sector partners such as businesses, investors, and the financial services sector.

The company's organization, staffing and governance reflect and support this meshing of public and private sector interests.

Executive Commitment to Multiculturalism

Partnerships BC is committed to the values set out in the Multiculturalism Act (1993). Partnerships BC recognizes diversity, encourages respect for multicultural heritage, racial harmony and the full and free participation of British Columbians in every aspect of economic, social and political life. The organizational culture honours both the individual and the contribution of the team.

Key Processes, Policies and Structures in Support of Multiculturalism

Partnerships BC supports the multicultural initiatives by ensuring that its employment procedures, policies and practices are free from discrimination. The Company also believes that all of its employees have the right to fair treatment and equal opportunities at work.

It is the Company's policy to provide equal employment opportunity for all qualified individuals on the basis of the skills, abilities, knowledge and experience essential to perform the required duties. This will be done regardless of race, colour, religion, age, sex, sexual orientation, ethnic origin, disability or any other ground prohibited by the Human Rights Code R.S.B.C. 1996,C-210.

Human Resources and the Management Team at Partnerships BC ensure that the following guidelines are applied to all employment decisions:

- Decisions concerning the hiring, compensation and advancement of employees will be made on the basis of the skills, abilities, knowledge, and experience required to perform the job duties.
- Those staff members in positions to make or influence decisions regarding employees' status or working conditions, will create and maintain a work environment where all employees have the opportunity to be productive and effective in their work, and to advance in the organization according to their skills, knowledge and abilities.
- Human Resources will ensure the fair and consistent application of this policy in daily practice and will communicate this policy to all employees.

- Human Resources will assist the Management Team in identifying areas where appropriate action may be required to increase employment opportunities for under-represented groups.

In addition, Partnerships BC supports the multicultural initiatives of its clients, particularly in the area of public and First Nations consultation.

Highlights of Initiatives

Partnerships BC supported its client's multicultural initiatives, including public and First Nations consultation.

Partnerships BC ensured its progressive management practices and personnel policies reflected a fair and equitable work environment that supported a healthy workplace and organization.

Pension Corporation

Mandate

The Pension Corporation is a non profit agent of the College, Municipal, Public Service and Teacher's Pension Board of Trustees. It provides professional pension administration services on behalf of the pension boards of trustees, and their plan members and employers. Funding for administrative services comes from each of the Pension plans.

Executive Commitment to Multiculturalism

Visual imagery of the multicultural community continues on our corporate website, publications, communications and training materials for pension plan members and plan employers. Imagery includes people from diverse populations and various age groups.

Key Processes, Policies and Structures in Support of Multiculturalism

Our recruitment process supports barrier-free access to employment and bias-free employee selection. On our website it states the Pension Corporation is committed to employment equity. Applications are encouraged from qualified groups including: persons with disabilities; aboriginal persons; visible minorities; and women. In 2010/11 several members of the multicultural community were hired into positions at the Pension Corporation.

Highlights of Initiatives

- In February 2011 activities were planned to celebrate Multiculturalism. Events included display boards in each of three buildings honouring different cultures, seminars on Genealogy, and brown bag lunches with ethnic food to celebrate Multicultural week.

- The Pension Corporation continues to hire from a multicultural community.

Private Career Training Institutions Agency

Mandate

- Establish basic education standards for registered institutions and to provide consumer protection to the students and prospective students of registered institutions;
- Establish standards of quality that must be met by accredited institutions; and
- Carry out, in the public interest, its powers, duties and functions under the Private Career Training Institutions Act, regulations and bylaws.

Executive Commitment to Multiculturalism

The Private Career Training Institutions Agency (PCTIA) is committed to building a welcoming and diverse organization. As PCTIA is an agency with a mandate of providing consumer protection to students, it is important that PCTIA employees are representatives of the diverse community it serves. PCTIA values workplace diversity where individuals are treated with respect and can work without discrimination.

Key Processes, Policies and Structures in Support of Multiculturalism

- Recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities. PCTIA recognizes its responsibility in creating a workforce that is reflective of the communities it serves.
- There are 9 languages spoken by PCTIA staff including: Cantonese, French, German, Greek, Japanese, Mandarin, Punjabi, Spanish and Tagalog.

Highlights of Initiatives

- PCTIA continues to improve the quality of the website including offering translations in different languages and more forms offered in other languages.
- The Agency supports employee-initiated events to showcase different cultures.
- Multilingual staff members are being trained to assist reception staff to work with members of the public who speak Cantonese, French, German, Greek, Japanese, Mandarin, Punjabi, Spanish and Tagalog.

Provincial Capital Commission

Mandate

The Vision of the Provincial Capital Commission (PCC) is to connect and celebrate the Capital with all British Columbians. The Mandate of the PCC is to deliver programs that connect British Columbians to their Capital; to foster pride and awareness of the diverse cultures and rich history of their province; to provide responsible stewardship of public assets; and to be a self-sustaining Crown Corporation.

Executive Commitment to Multiculturalism

The PCC supports government-wide multiculturalism policies that guide the delivery of programs in a manner that is sensitive and responsive to the multicultural reality of BC.

Key Processes, Policies and Structures in Support of Multiculturalism

In the PCC's current Service Plan, Program Goals state an emphasis on youth and children, history/heritage, culture, Aboriginal peoples, and civic commitment. Values and Guiding

Principles include recognizing and supporting the diversity of British Columbia's cultures, landscapes and history. From 2006 to 2010 the PCC engaged a First Nations consultant to help build connections and develop Outreach programs aimed at Aboriginal groups

Highlights of Initiatives

- provided venues and funding for multicultural programming as part of Canada Day and BC Day celebrations in the Capital.
- provided venues for Victoria Ska Festival and Victoria Dragon Boat Festival
- provided a venue and funding for National Aboriginal Day concert organized by the BC Association of Native Friendship Centres
- provided funding for a ceremony honouring National Aboriginal Veterans Day, on traditional territory of Tsartlip First Nation supported the Provincial Heritage Fair showcasing student history projects on a variety of topics including multicultural topics of historical interest.
- www.bcpcc.com includes sections that honour cultural diversity within the Capital, and highlights PCC programs, initiatives and outreach visits pertaining to First Nations and other culturally-distinct groups. Coast Salish culture is featured in our online Grade 4-5 Social Studies unit and Pioneer Chinese-Canadian issues are featured in our award-winning online Grade 10 Social Studies unit.
- PCC-produced YouTube posted mini-documentary films continue to feature accessible historical information on some of BC's Jewish, Black, Chinese-Canadian, Doukhobor and First Nations communities.

Royal British Columbia Museum Corporation

Mandate

The Royal British Columbia Museum Corporation (RBCM) is the only organization in the world dedicated specifically to the preservation of, and education about, the human, natural and archival history of British Columbia. Its purpose is to fulfill the Government's fiduciary responsibilities for public trusteeship of the provincial collections and exhibits, and to preserve the collections for future generations of British Columbians.

Executive Commitment to Multiculturalism

- The RBCM strives to explain the human, natural and archival history of the province of BC and is the only institution in BC that assumes this role.
- Where possible continue to commit to diversity in the workplace through hiring practices that recognizes diversity for front line customer service staff and co-op students.
- Provide staff with cultural awareness training (ie Culturally Responsive Service Delivery) and information through pamphlets and other information pieces. The RBCM presents controversial issues in an objective way, and is perceived by

the community as a place that presents balanced views.

- The RBCM Site is a centre of activity for locals, tourists, school children, First Nations and cultural groups and scholars. The RBCM will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations office.
- The RBCM First Nations collections date back to the late 1800's when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- The BC Archives is a valuable resource for researchers. It is one of the major information sources for BC's human history and a vital element of BC's culture.
- Public programming reflects a diversity of interests, and the exhibits, collections and holdings provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia

Key Processes, Policies and Structures in Support of Multiculturalism

The RBCM culture supports diversity through its collection development, delivery of programs and daily activities.

Highlights of Initiatives

- Recognized as a world class institution, hosting visitors from around the world, the Royal BC Museum was honoured with also being recognized as one of Canada's Top 100 Employers for 2010 and one of BC's Top 50 Employers for 2010.
- Published Images from the Likeness House, a powerful visual testament exploring the relationship between First Peoples in BC, Alaska and Washington and the photographers who made the images of them from the late 1850's to the 1920's.
- Organized many events to commemorate Veteran's Week including seven days of free talks, activities and displays to honour whose who have served and continue to serve. Speakers included: Local Historian; Hong Kong Veterans Commemorative Association; Korean Veterans Association; and Veterans & Military Personnel.
- School Programs offer "A Day's Journey" which takes Grade 4 students through a day in the life of a First Nations child in history. Provided throughout the school year.
- Living Landscapes Program: a program that brings people everywhere face-to-face with RBCM staff and research in exploring the human and natural history of the province, First Nations, educators, naturalists and other agencies, to encourage and facilitate the exploration and appreciation of the human and natural history of areas in BC from the perspective of the people who live there.
- Provide access to 3,500+ original aboriginal audiotapes that document the languages and stories of British Columbia First Nations.
- Third year of Thunderbird Park virtual site, which showcases the history of Thunderbird Park and the origin/meaning of the totem poles and various artifacts.
- Participated in treaty related activities with the following First Nations: Haisla, Homalco, Hul'qumi'num, Hupacasath, In-SHUCK-ch , Kashka Dena, Katzie , K'ómoks, Ktunaxa , Maa-nulth, Nisga'a , Northern Secwepemc, Te'emexw, Tla'amin, Tla-o-qui-aht, Tlowitsis , Tsawwassen , Tsay Khe Dene, Tsleil-Waututh, Wuikinuxv, Yale, Yekooche
- Ongoing sales of published books, including best seller, "Indian History of BC" and "Songhees Pictorial" published by Royal BC Museum Corporation.
- Continue to create and install information kiosks throughout the galleries, to allow visitors to read information about what they are seeing, in seven different languages.

- Updated and made more comprehensive French language visitor maps with other languages being slated for updating in the coming year.
- No admission charge to First Nations visitors to the Royal BC Museum galleries.
- The RBCM has approximately 450 volunteers who reflect the diversity of the community. Volunteer positions offer an opportunity for practicing the language for those who have English as a second language.
- The staff of the RBCM speak, read and/or write English, French, German, Dutch, Spanish, Polish, Mandarin, Cebuano, Hindi, and Arabic. This enables us to interact effectively with our visitors from around the World.

Transportation Investment Corporation

Mandate

Transportation Investment Corporation (TI Corp) is dedicated to developing and implementing self-sustaining infrastructure projects for the betterment of British Columbians. Our team is currently focused on delivering the Port Mann/Highway 1 Improvement Project in a manner that is respectful to residents, businesses and all levels of government.

Executive Commitment to Multiculturalism

All employees have the right to enjoy fair treatment and employment opportunities at work. TI Corp is committed to ensuring our employment procedures, policies and practices are free of discrimination. Executives ensure treatment of staff is consistent with policy and that these policies are fully applied and communicated to staff. This commitment can be found in TI Corp's Code of Conduct which is signed by each staff member and also applies to consultants engaged on the project.

Key Processes, Policies and Structures in Support of Multiculturalism

TI Corp encompasses a team that is truly diverse, and reflective of British Columbia's multicultural population. We support diversity and encourage our staff to respect the cultural heritage, religion and ethnicity of all employees and stakeholders.

Highlights of Initiatives

TI Corp creates opportunities to learn and interact around diversity and multiculturalism by respectfully encouraging the celebration of various cultural observances and promoting education and information sessions surrounding these.

During 2010/11, TI Corp has been and continues to be involved in the following works:

- TI Corp continues to work closely with First Nations. Whenever possible, TI Corp seeks opportunities to celebrate Aboriginal culture and heritage, incorporate traditional knowledge into planning and design of various initiatives, and participate in First Nations cultural events. An example includes the Squalets fisheries enhancement project which is designed

to protect and enhance fisheries resources in the Fraser River and educate the public with respect to the cultural/heritage significance of Coho and other species.

- Prior to the new Port Mann bridge and toll commencement, TI Corp will implement a comprehensive customer education and engagement strategy to ensure that bridge users understand the toll and the various payment options as well as discounts, incentives and un-tolled alternatives. TI Corp recognizes there are bridge users who do not use English as their first language; TI Corp will develop measures to reach these groups based on the needs of the community. TI Corp will require its marketing firm to demonstrate experience developing plans and campaigns to suit Canadian demographics, which include considerations across language, culture, age and education ranges.

BRITISH COLUMBIA